DOCUMENT RESUME

ED 359 969 IR 054 600

AUTHOR	Dearie, Tammie Nickelson, Comp.; Steel, Virginia, Comp.
TITLE	Interlibrary Loan Trends: Staffing and Organization. SPEC Kit #187.
INSTITUTION	Association of Research Libraries, Washington, D.C. Office of Management Services.
REPORT NO	ISSN-0160-3582
PUB DATE	Sep 92
NOTE	145p.
AVAILABLE FROM	Association of Research Libraries, Office of Management Services, 1527 New Hampshire Avenue, N.W., Washington, DC 20036 (Prepayment required).
PUB TYPE	Collected Works - General (020) -- Reports - Research/Technical (143) -- Tests/Evaluation Instruments (160)
EDRS PRICE	MF01/PC06 Plus Postage.
DESCRIPTORS	*Academic Libraries; Higher Education; *Interlibrary Loans; Library Administration; Library Automation; *Library Cooperation; *Library Personnel; Library Surveys; *Research Libraries; *Shared Library Resources; Student Employment; Training; Trend Analysis
IDENTIFIERS	Association of Research Libraries

ABSTRACT

Topics related to research library interlibrary loan staffing and organizational structures were explored through a survey conducted by the Systems and Procedures Exchange Center (SPEC) of the Association of Research Libraries. Data gathered from 82 libraries show a very small increase in the number of full-time equivalents in loan units between 1987 and 1992, with a static number of professionals and a slight increase in paraprofessionals and student employees. Lending operations are shown to be more labor-intensive than are borrowing activities. The use of students and paraprofessionals is high because of the many routine processing duties. Interlibrary loan operations generally tend to be part of the reference department or the circulation/access services department. The variety and complexity of new automated systems mean that training is a continuing requirement in loan operations. If interlibrary lending continues its rapid growth, the research library's ability to meet its clientele's needs will continue to be challenged. In addition to the survey results, information and sample documents for organization charts, and professional, support staff, and student job descriptions are included. A list of five selected readings is also provided. Flyer 187 is included, which summarizes the kit. (SLD)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

ED359969

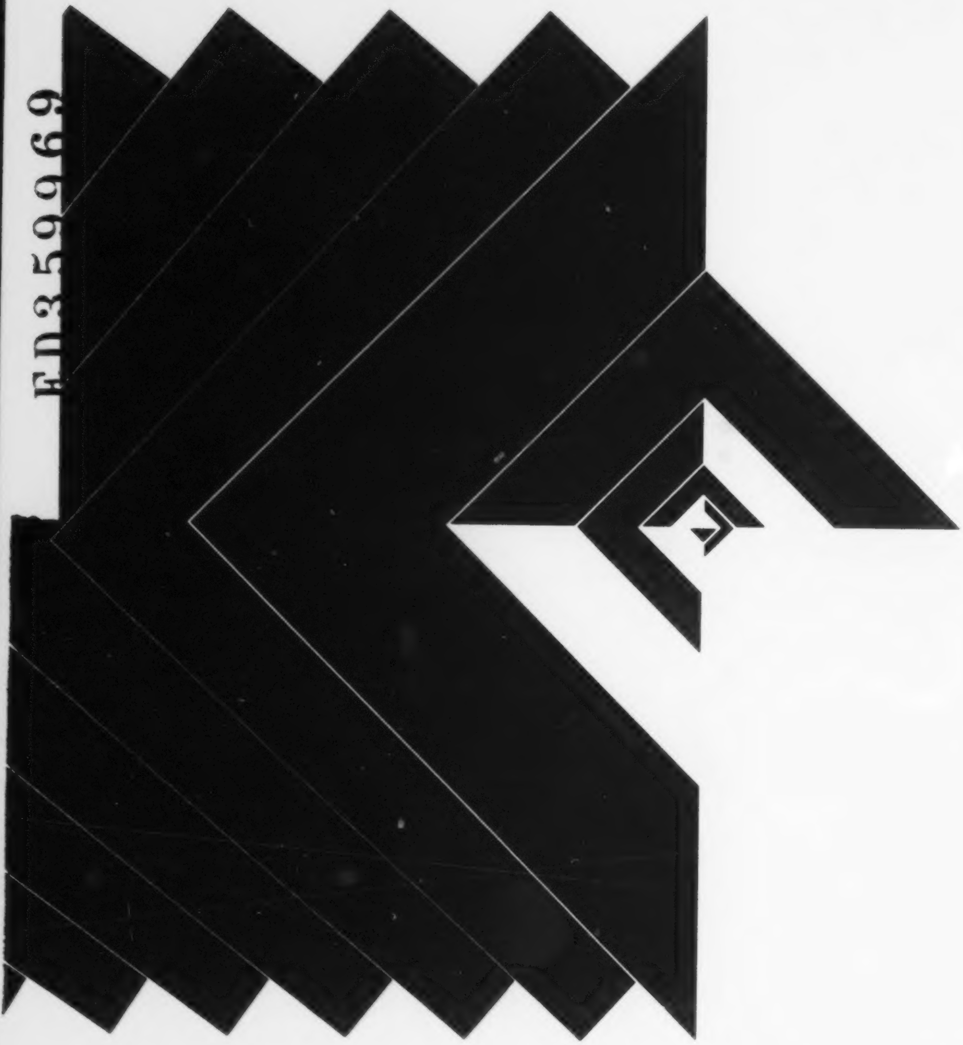
U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)
☐ This document has been reproduced as received from the person or organization originating it
☐ Minor changes have been made to improve reproduction quality
● Points of view or opinions stated in this document do not necessarily represent official OERI position or policy

SPEC
SYSTEMS AND PROCEDURES EXCHANGE CENTER

Kit 187

Interlibrary Loan Trends: Staffing and Organization

September 1992



PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY
C.A. Mandel
TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

IR054600

ASSOCIATION OF RESEARCH LIBRARIES OFFICE OF MANAGEMENT SERVICES

BEST COPY AVAILABLE

SPEC: A PUBLICATION SERIES FOR LIBRARY STAFF

Editor..................................**C. Brigid Welch**, Senior Program Officer for Information Services

Production Manager......**Annette C. Verna**, Publications Assistant for Marketing and Production

Sales Manager.................**Gloria S. Haws**, Publications Assistant for Customer Service

PUBLISHED 10 TIMES PER YEAR

The Systems and Procedures Exchange Center (SPEC) gathers, analyzes, and distributes information on the management of human and material resources in libraries today. Established in 1973, SPEC serves as a central exchange among ARL members for information useful for strengthening library operations and programs. Through survey and review processes, SPEC gathers valuable information on current library issues, trends, and management techniques. The goals of the SPEC program are to identify expertise and encourage its exchange among library professionals, promoting experimentation, innovation and improved performance in the field of library management.

Join more than 450 academic, public and special libraries
START A SPEC SUBSCRIPTION TODAY!

SPEC Kits contain:
- Survey Results
- Policy Statements
- Handbooks
- Manuals
- Cost Studies
- User Studies and Results
- Procedural Statements
- Planning Materials
- Issue Summary
- Selected Reading Lists

Topics include:
- Access to Electronic Files
- Catalog Microreproductions
- Development and Fundraising Activities
- Faculty Status for Librarians
- Flexible Work Arrangements
- Interlibrary Loan Operations
- Online Database Printing Issues
- Performance Appraisal of Collection Development Librarians
- Processing Government Documents
- System Migration

ORDER INFORMATION

SPEC subscriptions are available directly from the Systems and Procedures Exchange Center, Office of Management Services, Association of Research Libraries, Washington, DC or through library vendors and subscription agents. For more information, contact the OMS Publications Department at (202)232-8656 Fax(202)462-7849.

SPEC
SYSTEMS AND PROCEDURES EXCHANGE CENTER

Flyer 187

Interlibrary Loan Trends: Staffing and Organization

September 1992

INTRODUCTION

The volume of interlibrary loan (ILL) activity has skyrocketed in the past decade. The analysis of supply and demand in ARL libraries done by Kendon Stubbs in 1992 includes statistics that show that ILL lending activity increased 45% and borrowing activity increased 47% between 1985/86 and 1990/91.

While the volume of ILL activity has increased, the responses to the 1992 SPEC survey, "Trends in Interlibrary Loan," show that staffing levels in ILL did not increase nearly as dramatically as the workload. SPEC Kit #187 is the second of two SPEC publications examining issues in interlibrary loan. The first, *Interlibrary Loan Trends: Making Access a Reality* (SPEC Kit #184, May 1992), discussed trends in interlibrary loan by examining operational and managerial changes occurring to the pressure of increasing ILL activity. This SPEC kit focuses on topics related to research library interlibrary loan staffing and organizational structures, including staffing levels; use of professionals, paraprofessionals, and student employees; and reporting relationships.

SURVEY RESULTS

Staffing Issues. The data gathered from the April 1992 SPEC survey show that there was a very small increase in the number of full-time equivalents (FTEs) in ILL units between 1987 and 1992. The average number of professional FTE remained static between 1987 and 1992, and the number of paraprofessional FTE increased only slightly from 6.32 to 6.73. The use of student employees also increased only incrementally from 1.94 FTE in 1987 to 2.38 FTE in 1992. These figures include data gathered from CISTI, the National Library of Canada, the National Agricultural Library, and the National Library of Medicine, each of which operates a large document delivery/interlibrary loan service that employs a relatively large number of paraprofessionals. If these libraries are excluded from the FTE counts in the surveys, the trend in number of paraprofessional FTE is similar--a slight increase from 4.31 FTE to 4.71 FTE--but the overall staffing levels are lower.

Lending operations were shown to be more labor-intensive than borrowing activities, due to the high volume of activity. The average lending unit is comprised of 0.75 FTE professionals, 4.45 FTE paraprofessionals, and 1.55 FTE students, for a total of 6.56 FTE. (If the large lending operations in the libraries mentioned above are eliminated, the FTE counts average 0.75 FTE professionals, 2.34 FTE paraprofessionals, 1.55 FTE students, and 4.19 FTE total staff.)

Because many of the duties of lending unit staff require routine processing of incoming ILL requests, the use of paraprofessionals and students is high. On the other hand, borrowing requires substantial bibliographic expertise and computer skills. The breakdown of staffing shows 0.55 FTE professionals, 2.53 FTE paraprofessional, and 0.83 FTE students for a total of 3.81 FTE engaged in borrowing activities. Use of students is less prevalent in borrowing units than in lending units, probably because of the level of expertise required in borrowing.

A large percentage of libraries (63%) report that a librarian is responsible for overseeing the day-to-day operations of the ILL unit. This appears to be a controversial issue in many libraries; the ILL electronic discussion list has hosted several impassioned discussions concerning the value of an ILL unit head with an M.L.S. as opposed to a non-M.L.S. unit head. Whether or not the unit head has an M.L.S., the job responsibilities described in the position descriptions received have similar requirements; positions requiring an M.L.S., however, appear to do so because they include reference and collection development responsibilities, not because an M.L.S. is an absolute necessity for management of the ILL unit. It also appears that there has been substantial turnover in the management of ILL units within the past five years: 52% of the respondents indicate that the head of ILL has been in this position for five years or less, and another 4% of the management positions were vacant when the survey was taken.

Reporting Lines. The survey results show that ILL operations tend to be either part of the reference department or the circulation/access services department. In a very few cases (10%) ILL lending and borrowing are split and have different reporting lines.

Training Needs. A variety of automated ILL systems, including electronic messaging systems (OCLC, RLIN, WLN), fax machines, and electronic imaging systems, allow requests to be transmitted electronically and, thus, have increased efficiency of ILL operations despite increased activity levels. The increasing variety and complexity of the automated systems used to perform ILL functions and the lack of a common interface for these systems requires substantial ongoing training efforts. The complexity of the jobs in the interlibrary loan unit is increasing and is likely to continue to do so until such an interface can be developed and implemented.

ISSUES AND TRENDS

The research library's ability to meet the needs of the library's clientele will continue to be challenged if ILL activity continues its rapid growth. To meet the increasing demand for materials not owned locally, research libraries must carefully evaluate and revamp their document delivery and interlibrary loan operations to take advantage of emerging technologies as well as new commercial document delivery services. Development of user-initiated mechanisms, allowing clients to request materials directly from other institutions or commercial suppliers, would improve operational efficiency.

The variety and complexity of the automated systems used in ILL operations may necessitate review of specific job responsibilities for positions within the ILL unit to determine if appropriate classification levels have been assigned. The need for staff training programs will remain high, as will the need for creative ways to provide up-to-date training programs on an efficient, cost-effective basis.

Organizationally, the reduction in acquisitions activity due to decreasing budgets may present an opportunity to redirect staff by combining acquisitions operations with ILL operations to create a "document delivery department." While to date no ARL libraries have made this organizational change, it may be an option that would allow a library to redirect existing staff as part of providing access rather than ownership.

This Kit and Flyer was compiled by Tammie Nickelson Dearie, Acting Head of Access Services, and Virginia Steel, Acting Assistant University Librarian for Public Services, University of California at San Diego, and was prepared as part of the OMS Collaborative Research/Writing Program.

SPEC Flyer Copyright © 1992 by the Association of Research Libraries, Office of Management Services. This SPEC Flyer may not be reproduced in any form without permission from the publisher.

SPEC Kits (ISSN 0160 3582) are available mainly by subscription. Individual back issues may be purchased from the Office of Management Services, 1527 New Hampshire Ave., NW, Washington, DC 20036. Pre-payment is required. (ARL members may be billed.) Payment must accompany order. Price includes library rate postage if shipped in the United States. For orders shipped UPS, add $5.00 per issue. All orders to Canada must add $5.00 per issue for shipping and handling. All shipments to countries other than the United States and Canada must add $10.00 per issue for shipping and handling.

SPEC
SYSTEMS AND PROCEDURES EXCHANGE CENTER

Kit 187

Interlibrary Loan Trends: Staffing and Organization

September 1992

Table of Contents

Survey Results 3

Organization Charts
University of California at San Diego 13
University of Cincinnati 15
University of Florida 17
Kent State University 19
University of Michigan 21
University of Missouri 23
National Library of Medicine 25
New York Public Library 27

Job Descriptions: Professional
University of Alabama Libraries 29
Boston Public Library 31
University of California at San Diego 37
University of Illinois at Urbana-Champaign 39
Linda Hall Library 41
National Library of Medicine 45
University of Notre Dame 53

ASSOCIATION OF RESEARCH LIBRARIES OFFICE OF MANAGEMENT SERVICES

Job Descriptions: Support Staff

University of Cincinnati 55

Colorado State University 61

University of Guelph 71

University of Houston 77

Kent State University 85

University of Missouri at Columbia 93

University of Saskatchewan 101

University of Texas at Austin 109

Virginia Polytechnic Institute and State University 115

University of Washington Libraries 123

Job Descriptions: Students

Emory University 129

Michigan State University 131

University of Washington 135

Selected Readings 139

SURVEY RESULTS

ASSOCIATION OF RESEARCH LIBRARIES
OFFICE OF MANAGEMENT SERVICES
1527 New Hampshire Avenue, N.W., Washington, D.C. 20036
202-232-8656 FAX 202-462-7849

TO: SPEC Liaisons

FROM: C. Brigid Welch, Program Officer for Information Services
Tammy Nickelson Dearie and Ginny Steel, University of California, San Diego

DATE: 28 April 1992

SUBJECT: SPEC Survey and Call for Documents on Trends in Interlibrary Loan Operations

This SPEC survey seeks to document current trends in interlibrary loan. Of particular interest are four broad categories of information: 1) reimbursement of net lenders; 2) sources of funding for ILL charges; 3) ILL borrowing arrangements and agreements; and 4) reason and policies for charging. Also of interest are trends in staffing, document delivery, and commercial suppliers.

This survey should be completed by the head of interlibrary loan or by the person who coordinates interlibrary loan activities for the library system. If borrowing and lending operations are split, the persons responsible for the two units may want to cooperate in completing this questionnaire.

Consult the glossary below and use the backs of pages to complete answers as necessary. Whenever appropriate, please provide copies of any documents related to the following aspects of interlibrary loan: annual reports, fee schedules, guidelines and policies, mission or goals statements, planning documents, policy manuals, and turnaround time studies.

Please return this survey and relevant documents by **May 29, 1992** to the ARL Office of Management Services, 1527 New Hampshire Avenue, NW, Washington, DC 20036. If you have any questions, call Brigid Welch at the OMS Office, (202) 232-8656.

GLOSSARY

Cooperative and/or reciprocal arrangements:	A formal or informal arrangement where libraries agree to not to charge or to charge the same rate for similar services.
Document delivery service:	A company or service which supplies documents for a fee. The typically specialize in quick turnaround and customized delivery options (e.g., British Library Document Delivery Service, EI, etc.)
Information brokers:	Individuals or companies which provide professional library services including reference, research, and document delivery.
Net lender:	Library which lends more items to libraries than it borrows from other libraries.

SPEC SURVEY – TRENDS IN INTERLIBRARY LOAN

Library/Institution: ____________________

Contact Person: ____________________

Title: ____________________ **Telephone:** ____________________

GENERAL INFORMATION

1. How many separate interlibrary loan units are there on your campus?
   31 = one unit 2 = five units
   17 = two units 3 = six to nineunit:
   15 = three units 3 = ten plus units
   10 = four units

2. For which unit(s) are you answering this survey? Please specify:
   one/central/general = 56
   all = 13 other = 13

3. Are interlibrary loan lending and borrowing operations combined into one organizational unit within the department?

   72 Yes. If yes, skip to question #4. 8 No

   a. In which department is ILL borrowing included?

   2 Interlibrary Loan Department 5 Circulation/Access Services Department
   1 Reference Department 1 Other (please specify):

   b. In which department is ILL lending included?

   1 Interlibrary Loan Department 5 Circulation/Access Services Department
   1 Reference Department 2 Other (please specify):

PLEASE SEND ORGANIZATION CHARTS, IF AVAILABLE.

STAFFING

4. Who has operational (day-to-day) responsibility for the ILL unit?

   52 librarian 28 paraprofessional staff
   3 other (please specify):

   a. How long has this person been in this position?

0 - 5 yrs.	41	16 - 20 yrs.	5
6 - 10 yrs	17	21 + yrs.	4
11 - 15 yrs.	9	vacant	3

   b. What percent of this person's TOTAL job assignment is dedicated to ILL activities and ILL management? ____%

5. Indicate the number of FTE staff engaged in ILL operations for the years listed: PLEASE SEE ATTACHED PAGE NUMBERED 1.A

	1992	1991	1987
Professional staff	____FTE	____FTE	____FTE
Paraprofessional staff	____FTE	____FTE	____FTE
Student assistants	____FTE	____FTE	____FTE
Total staff	____FTE	____FTE	____FTE

5. Indicate the number of FTE staff engaged in ILL operations for the years listed·

	MEAN			MEDIAN		
Professional staff	1.3 FTE	1.27 FTE	1.32 FTE	1.0 FTE	1.0 FTE	1.0 FTE
Paraprofessional staff	6.73FTE	6.73 FTE	6.32 FTE	4.7 FTE	4 6 FTE	4 0 FTE
Student assistants	2.38FTE	2.17 FTE	1.97 FTE	1 8 FTE	1.5 FTE	1.2 FTE
Total Staff	10.47FTE	10.33 FTE	9.62 FTE	7.63FTE	7.60FTE	6.8 FTE
Excluding CISTI, Nat'l Lib. of Canada, NAL, and NLM which has stats for # of paraprof. staff and totals →	4.71 Paraprof. FTE	4.73 Paraprof. FTE	4.31 Paraprof. FTE	4.55 Paraprof. FTE	4.25 Paraprof. FTE	4.0 Paraprof. FTE
	8.2 FTE TOTAL	8.1 FTE TOTAL	7.32 FTE TOTAL	7.5 FTE TOTAL	7.38FTE TOTAL	6.6 FTE TOTAL

6. How many staff are CURRENTLY engaged in borrowing activities?

Professional staff .55 FTE
Paraprofessional staff 2.53 FTE
Student assistants .83 FTE

Total staff 3.81 FTE

7. How many staff are CURRENTLY engaged in lending activities?

	MEAN	MEAN	MEDIAN	MEDIAN
Professional staff	.75 FTE			
Paraprofessional staff	4.45 FTE	2.34*	2.0	2.34*
Student assistants	1.55 FTE			
Total staff	6.56 FTE	4.19*	3.79	3.6*

* excluding CISTI, NLC, NAL, NLM

PLEASE ENCLOSE JOB DESCRIPTIONS OR POSITION ANNOUNCEMENTS.

ILL LENDING PRACTICES

8. Do you charge institutions with whom you do NOT have cooperative and/or reciprocal arrangements for items you lend them through ILL?

75 Yes
9 No. If no, skip to question #12.

9. How much do you charge?

4 $1-$3
16 $4-$5
6 $6-$7
25 $8-$10
10 $11-$14
10 $15-$19
2 $20 or more

10. Please indicate the services and charges below:

52	book loans	$ 10.06 charge	average
72	photocopies	$ 7.82 charge	average
9	postage	$ ____ charge	
50	FAX	$ 6.33 charge	average
25	Rush	$ 9.38 charge	average

11. Do you use coupons in lieu of payment? 24 Yes 53 No

PLEASE SEND COPIES OF ILL FEE SCHEDULES, DESCRIPTIONS OF ILL COUPON PROGRAMS, AND POLICY STATEMENTS OR CONTRACTS, IF AVAILABLE.

12. Has your fee policy changed within the past year? 25 Yes 57 No. If no, skip to question #13.

a. If yes, what was the change? (Check all that apply)

11 Introduced fees
2 Eliminated fees
5 Other (please specify):
21 Increased fees
9 Set up reciprocal agreements

13. Is the library planning to make any changes in the ILL fee structures in the next year?

25 Yes   53 No

If yes, please describe change briefly and give reasons why.

14. What is the rationale for charging other institutions for items you lend through ILL?

63 To recoup some of the costs   30 To discourage excessive ILL requests
7 To recoup all of the costs   6 Other (please specify):

15. Is the library reimbursed as a net lender (lends more items than it borrows)?

31 Yes   54 No. If not, skip to question #16.

a. If yes, by whom is it reimbursed? (Check all that apply.)

16 State library
1 University administration
19 Other (please specify): RLG

16. Do net lender agreements extend beyond your state or province? 24 Yes   41 No

a. If yes, how is reimbursement made?

16 Periodic payments   0 Coupons
12 Other (please describe):

PLEASE INCLUDE COPIES OF REIMBURSEMENT CONTRACTS, POLICIES, FEE SCHEDULES, ETC.

17. To what extent does the amount of reimbursement for net lending cover the direct costs of lending materials through ILL?

5 Total indirect costs covered   35 Partial direct costs are recovered: ______%

ILL BORROWING PRACTICES

18. If other institutions charge you for items borrowed through ILL, how are these charges handled?

15 Total charges are passed on to the borrowing patron.
20 Total charges are partially subsidized, with the remainder passed on to the borrowing patron.
Amount of subsidy: $12.89 avg
39 All charges are paid by the library; no charges are passed on to the borrowing patron.
12 Other (please specify):

19. If the library pays some or all of the charges for items borrowed through ILL, what is the source of funding to cover these charges?

22 Lending fees are used to offset borrowing fees.
30 Funded from library materials/collection budget.
28 Funded from library operations budget.
1 Funded from indirect cost recovery (research, grant) funds from campus.
2 Don't know.
2 Other (please specify):

20. Is the ILL (borrowing *and* lending) operation involved in cross-border ILL traffic?

74 Yes. If yes, please describe (Use back of this sheet, if necessary).
5 No

21. Are local, state/provincial, or regional resources exhausted before borrowing from another region, state/province, country?

67 Yes
14 No

AUTOMATION/SYSTEMS

22. What automated systems are used for ILL? (Check all that apply.)

77 OCLC
28 RLIN
1 WLN
9 DOCLINE
25 Electronic mail (through commercial vendor)
24 Electronic mail (through Internet or BITNET)
12 DOBIS
10 UTLAS
22 Other:

23. Has usage decreased or increased with these systems in the past year?

	Increased	Decreased
OCLC	73	3
RLIN	28	5
UTLAS	7	1
WLN	1	0
DOBIS	9	0
DOCLINE	8	0
Electronic mail (through commercial vendor)	15	5
Electronic mail (through Internet or BITNET)	22	0
FAX	65	2
Other:	10	5

24. Do you use any of the following to send or deliver articles?

78 FAX
28 Electronic Document Delivery Servs. (e.g., ARIEL) List:
9 Internet or BITNET transmission
1 Other (please specify):

25. Is there an additional charge for articles/documents sent by methods listed below?

FAX	49 Yes	26 No	3 N/A
Electronic Document Delivery Service	2 Yes	26 No	16 N/A
Internet or BITNET transmission	0 Yes	9 No	28 N/A
Other (please specify):	Yes	6 No	

26. For record-keeping or workload analysis, does the library/ILL unit use any statistical software?

50 Yes
38 No

a. If yes, please describe: locally developed (24)
Save it (23)

b. Is ILL record-keeping tracking:
55 automated transactions ____%
55 manual transactions ____%

RESOURCE-SHARING AGREEMENTS

27. How many cooperative borrowing arrangements that include ILL lending and borrowing are currently in effect in the library? (Check all that apply.)

43 Local libraries (individual arrangements)
51 Regional consortia
50 Statewide agreements
24 Networks(e.g., AMIGOS)
39 Utilities (e.g.OCLC, RLIN)
30 Other (please specify):

28. Has the library attempted to establish more cooperative borrowing arrangements in the past year to avoid paying ILL fees?

34 Yes (Please describe)
49 No

29. Do you try to contain costs by only borrowing from those with institutions with whom you have cooperative and/or reciprocal cooperative borrowing agreements?

46 Yes
33 No

30. What factors would influence a decision to go outside cooperative and/or regional agreements for ILL borrowing?

57 Urgency of need
10 Outside standing agreements
19 Availability of funds to cover transactions
42 Other (please specify): Only way to obtain needed material

COMMERCIAL DOCUMENT DELIVERY SUPPLIERS

31. Does the library use information brokers or commercial document delivery services to fill ILL requests?

59 Yes. If yes, please go to question #32.
13 No. If no, please skip to question #35.
8 Not right now, but considering this for the future
2 Other (please specify):

32. Has the use of these services increased in the past year? 42 Yes 18 No

33. Why has your use of this activity increased?

19 Cost is comparable or less than other options
29 Copyright compliance
29 Speed of delivery
21 Ease of requesting
16 Other (please specify):

34. If you use commercial document delivery services, which do you use? (Check all that apply):

	Never	Seldom	Frequently
British Library Document Service	1	36	27
CARL Uncover	34	9	3
CAS	11	26	16
EI	23	16	7
Global Engineering	37	5	0
Information on Demand	33	10	2
ISI	26	13	4
NTIS	8	22	14
UMI Article	8	25	26
Other (please specify): Rapid Patent Service CAB Information Store	4	12	9

35. Do you have specific policies that govern the use of commercial document suppliers versus traditional ILL services?

9 Yes. If yes, go to question #36. 69 No. If no, skip to question #37.

36. Please describe general areas addressed by policies (use the back of this sheet, if necessary):

PLEASE INCLUDE POLICY STATEMENTS IF AVAILABLE.

37. Do you know of specific examples of faculty using information brokers or commercial document delivery services instead of interlibrary loan or supplementing ILL services?

20 Yes (please describe) 57 No. If no, skip to question #38.

a. If yes, what has been the impact of this activity on your ILL operations?

1 Planned changes
1 Marketed service
13 Other (please specify):
No Change (8)
Can't tell (5)

0 Reduced fees
2 Added more services

38. How do users initiate ILL requests?

80 In person
17 Via telephone
32 Electronic network
28 Other (please specify): Mail Fax

39. Can patrons initiate ILL requests to other institutions without going through the local ILL unit?

2 Yes. If yes, please describe. 77 No

PLEASE SEND ANY DOCUMENTS DESCRIBING THE SYSTEM FOR USER-INITIATED ILL REQUESTS, IF AVAILABLE.

Please return the survey and documentation by May 29, 1992 to:

C. Brigid Welch
ARL/Office of Management Services
1527 New Hampshire Avenue, NW
Washington, DC 20036
(202) 232-8658 FAX: (202) 462-7849

LIST OF LIBRARIES RESPONDING TO ILL SPEC SURVEY

University of Alabama
University of Alberta
Boston Public Library
Brigham Young University
University of British Columbia
University of California, Davis
University of California, Riverside
University of California, San Diego
University of California, Santa Barbara
CISTI
Case Western Reserve University
Center for Research Libraries
University of Cincinnati
University of Colorado
Colorado State University
Columbia University
University of Connecticut
Dartmouth College
Emory University
University of Florida
Georgetown University
Georgia Institute of Technology
University of Guelph
University of Hawaii
University of Houston
University of Illinois-Urbana
Indiana University
University of Iowa
Iowa State University
Johns Hopkins University
University of Kansas
Kent State University
University of Kentucky
Universite Laval
Linda Hall Library
Louisiana State University
McGill University
McMaster University
University of Manitoba
University of Maryland
Massachusetts Institute of Technology
University of Michigan
Michigan State University
University of Missouri-Columbia
National Agricultural Library
National Library of Canada

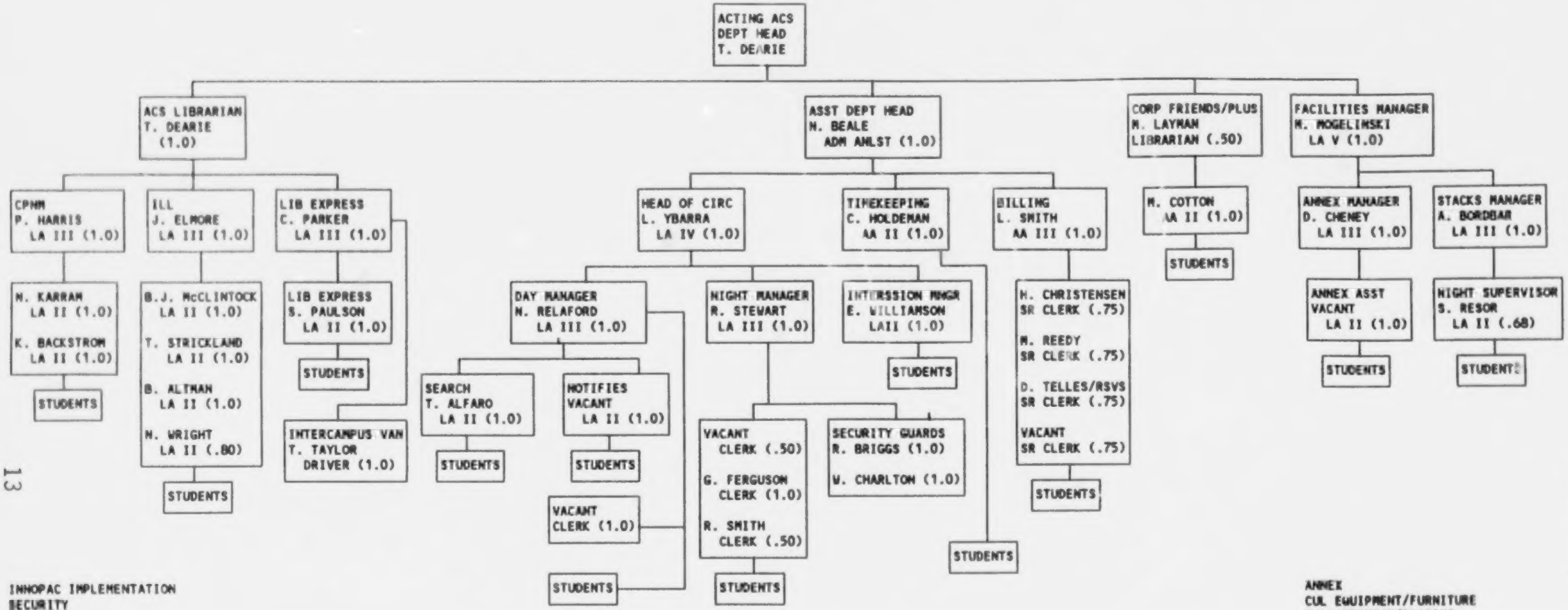
National Library of Medicine
University of Nebraska
New York Public Library
New York State Library
Newberry Library
University of North Carolina
North Carolina State University
University of Notre Dame
Ohio State University
University of Oklahoma
Oklahoma State University
University of Oregon
University of Pennsylvania
Princeton University
Queen's University
Rice University
University of Rochester
University of Saskatchewan
Smithsonian Institution
SUNY Albany
SUNY Buffalo
SUNY Stony Brook
Syracuse University
Temple University
University of Tennessee
University of Texas-Austin
Texas A&M
Tulane University
University of Utah
Virginia Polytechnic Institute and State University
University of Washington
Washington University, St. Louis
Wayne State University
University of Western Ontario
Yale University
York University

SPEC

SYSTEMS AND PROCEDURES EXCHANGE CENTER

ORGANIZATION CHARTS

ACCESS SERVICES ORGANIZATION CHART


ACTING ACS DEPT HEAD T. DEARIE
ACS LIBRARIAN T. DEARIE (1.0)
ASST DEPT HEAD N. BEALE ADM ANLST (1.0)
CORP FRIENDS/PLUS M. LAYMAN LIBRARIAN (.50)
FACILITIES MANAGER M. MOGELINSKI LA V (1.0)
CPNM P. HARRIS LA III (1.0)
ILL J. ELMORE LA III (1.0)
LIB EXPRESS C. PARKER LA III (1.0)
HEAD OF CIRC L. YBARRA LA IV (1.0)
TIMEKEEPING C. HOLDEMAN AA II (1.0)
BILLING L. SMITH AA III (1.0)
M. COTTON AA II (1.0)
ANNEX MANAGER D. CHENEY LA III (1.0)
STACKS MANAGER A. BORDBAR LA III (1.0)
M. KARRAM LA II (1.0)
K. BACKSTROM LA II (1.0)
STUDENTS
B.J. McCLINTOCK LA II (1.0)
T. STRICKLAND LA II (1.0)
B. ALTMAN LA II (1.0)
N. WRIGHT LA II (.80)
STUDENTS
LIB EXPRESS S. PAULSON LA II (1.0)
STUDENTS
INTERCAMPUS VAN T. TAYLOR DRIVER (1.0)
DAY MANAGER N. RELAFORD LA III (1.0)
NIGHT MANAGER R. STEWART LA III (1.0)
INTERSSION MNGR E. WILLIAMSON LAII (1.0)
STUDENTS
SEARCH T. ALFARO LA II (1.0)
STUDENTS
NOTIFIES VACANT LA II (1.0)
STUDENTS
VACANT CLERK (1.0)
STUDENTS
VACANT CLERK (.50)
G. FERGUSON CLERK (1.0)
R. SMITH CLERK (.50)
STUDENTS
SECURITY GUARDS R. BRIGGS (1.0)
W. CHARLTON (1.0)
STUDENTS
H. CHRISTENSEN SR CLERK (.75)
M. REEDY SR CLERK (.75)
D. TELLES/RSVS SR CLERK (.75)
VACANT SR CLERK (.75)
STUDENTS
STUDENTS
ANNEX ASST VACANT LA II (1.0)
STUDENTS
NIGHT SUPERVISOR S. RESOR LA II (.68)
STUDENTS

INNOPAC IMPLEMENTATION
SECURITY
USER SERVICES
EQUIPMENT
TRAINING
BUDGETING
PRIVILEGE POLICIES

ANNEX
CUL EQUIPMENT/FURNITURE
CUL ADDITION/PHASING
LIBRARY EXPRESS
SPECIAL PROJECTS
PHYSICAL FACILITIES MANAGEMENT
CUL PHOTOCOPY SERVICES

10/92

University of California at San Diego

BEST COPY AVAILABLE

UNIVERSITY OF CINCINNATI
UNIVERSITY LIBRARIES

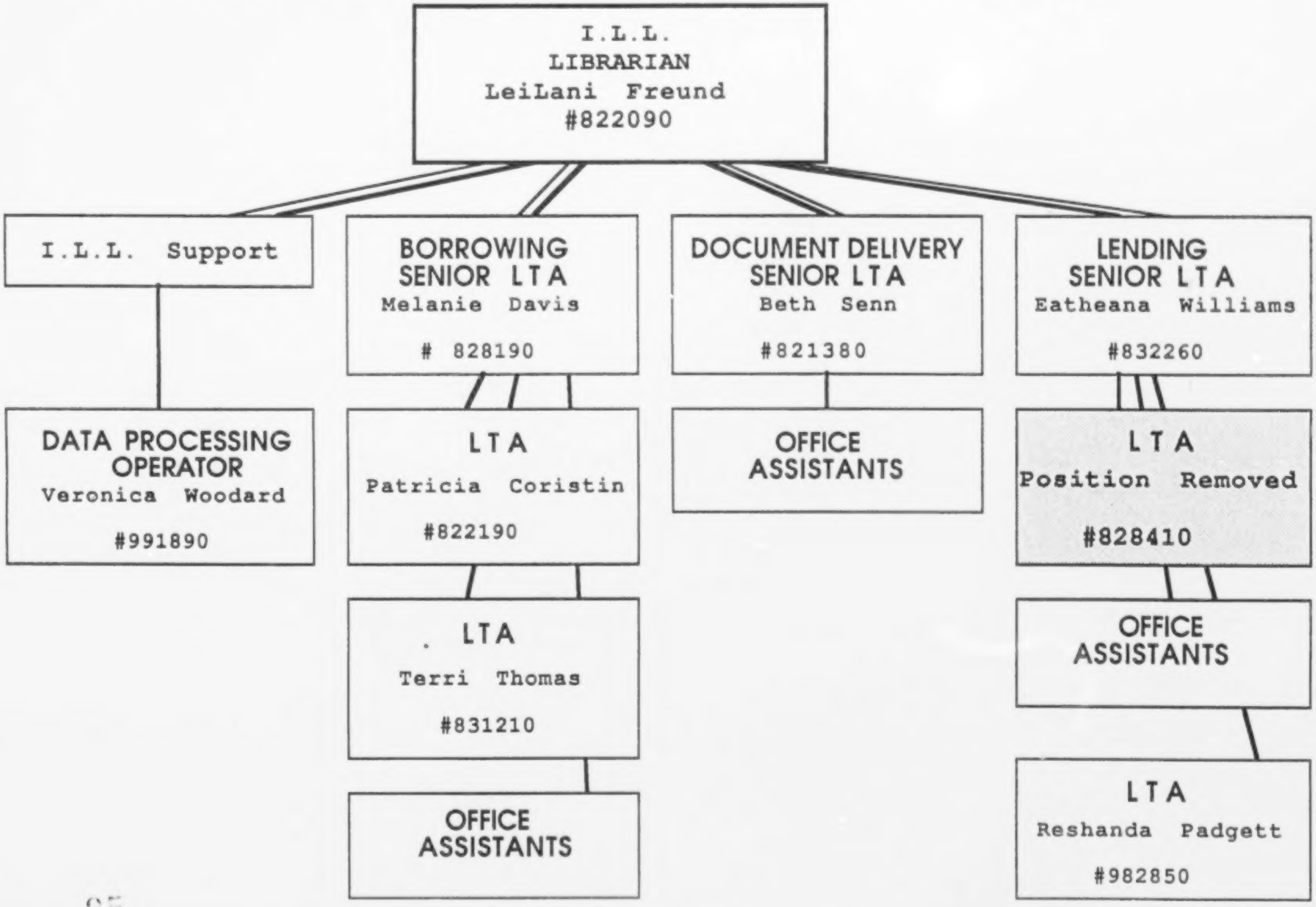
CIRCULATION SERVICES DEPARTMENT

MANAGER, LANGSAM LIBRARY CIRCULATION SERVICES
DAN GOTTLIEB

- LA 1
  Student
  Supervisor
  Joe Madlener
- INTERLIBRARY LOAN/CASHIER'S OFFICE UNIT
  Tom White - Office Manager 1
  Unit Head
  - -LA 1 - Lending/Borrowing Coordinator
    Linda Gromen
  - -LA 1 - OCLC ILL Subsystem Coordinator
    Iqbal Nawaz
  - -LMTA 2 - Lending (Photocopying) Assistant
    Liz Hamilton
  - -LMTA 1 - ILL Searcher - Lending
    Mike Bramel
  - -LMTA 1 - Office Clerk/Mail Processor
    Christine Brunkala
  - -Cashier 2 - Library Cashier
    Diane Wright
- CIRCULATION UNIT
  Judy Moore - LA2
  Unit Head
  - -LMTA 2 - Delinquent Obligations
    Babak Motaghian
  - LMTA 1 - Filing Coordinator
    Caryn Watts
  - -LMTA 1 - Overdues
    Dennis Young
  - -LMTA 1 - Searches
    Larry Todd (.5 FTE)
  - -Lib. Asst. - Carrel & Study Charges
    Library Cards
    Huse Wright
  - -Lib. Asst. - Delinquent Obligations Assistant
    Hank Genther (.5 FTE)
- LMTA 2
  Night Supervisor
  Jim Pfeiffer
- STACKS UNIT
  Mike Gorman - LA2
  Unit Head
  - -Lib. Asst. -
    Stacks
    Attendant
    John Loeffler
  - -Lib. Asst. -
    Stacks
    Attendant
    Vacant

1/92

INTERLIBRARY LOAN ORGANIZATION CHART



I.L.L.
LIBRARIAN
LeiLani Freund
#822090

I.L.L. Support

DATA PROCESSING
OPERATOR
Veronica Woodard
#991890

BORROWING
SENIOR LTA
Melanie Davis
# 828190

LTA
Patricia Coristin
#822190

LTA
Terri Thomas
#831210

OFFICE
ASSISTANTS

DOCUMENT DELIVERY
SENIOR LTA
Beth Senn
#821380

OFFICE
ASSISTANTS

LENDING
SENIOR LTA
Eatheana Williams
#832260

LTA
Position Removed
#828410

OFFICE
ASSISTANTS

LTA
Reshanda Padgett
#982850

17

University of Florida

APRIL 1992

PIAS Organizational Structure 1990/91

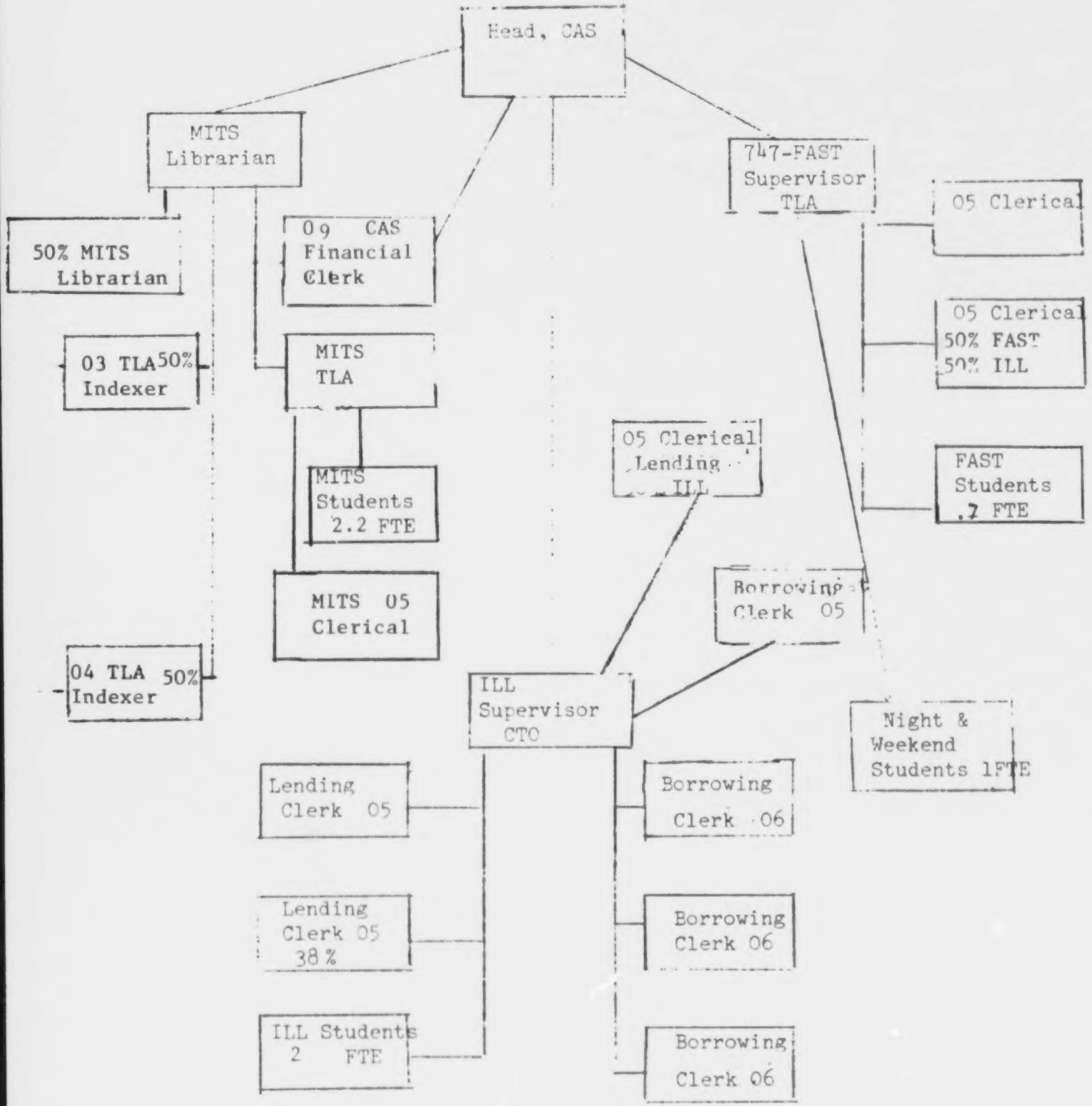
Periodical Information and Access Services

Head
Jeanne M. Langendorfer
Started 8/1/89

PIAS Desk Unit	ILL Office Unit	Info Express
Supervisor Linda Burroughs 22 years	Co-Supervisor Michael Cole 11 years + 5 in Lib.	Supervisor Peter Kozup 1 year
Evening Supervisor Peter Kozup 1 year	Co-Supervisor Judy McCarron 5 years + 14 in Lib.	Driver Rick Zoeckler 11 months
Assistant	Lending Coordinator Lydia Gamble 3 years + 1.5 in Lib.	
	Office Manager Rebecca Guappone Started 4/23/90 1 + 3 in Lib.	

University of Michigan

Cooperative Access Services


Head, CAS
MITS Librarian
50% MITS Librarian
09 CAS Financial Clerk
03 TLA 50% Indexer
MITS TLA
MITS Students 2.2 FTE
MITS 05 Clerical
04 TLA 50% Indexer
747-FAST Supervisor TLA
05 Clerical
05 Clerical 50% FAST 50% ILL
FAST Students .7 FTE
05 Clerical Lending ILL
Borrowing Clerk 05
ILL Supervisor CTO
Night & Weekend Students 1FTE
Lending Clerk 05
Lending Clerk 05 38%
ILL Students 2 FTE
Borrowing Clerk 06
Borrowing Clerk 06
Borrowing Clerk 06

Cooperative Access Services is made up of three services

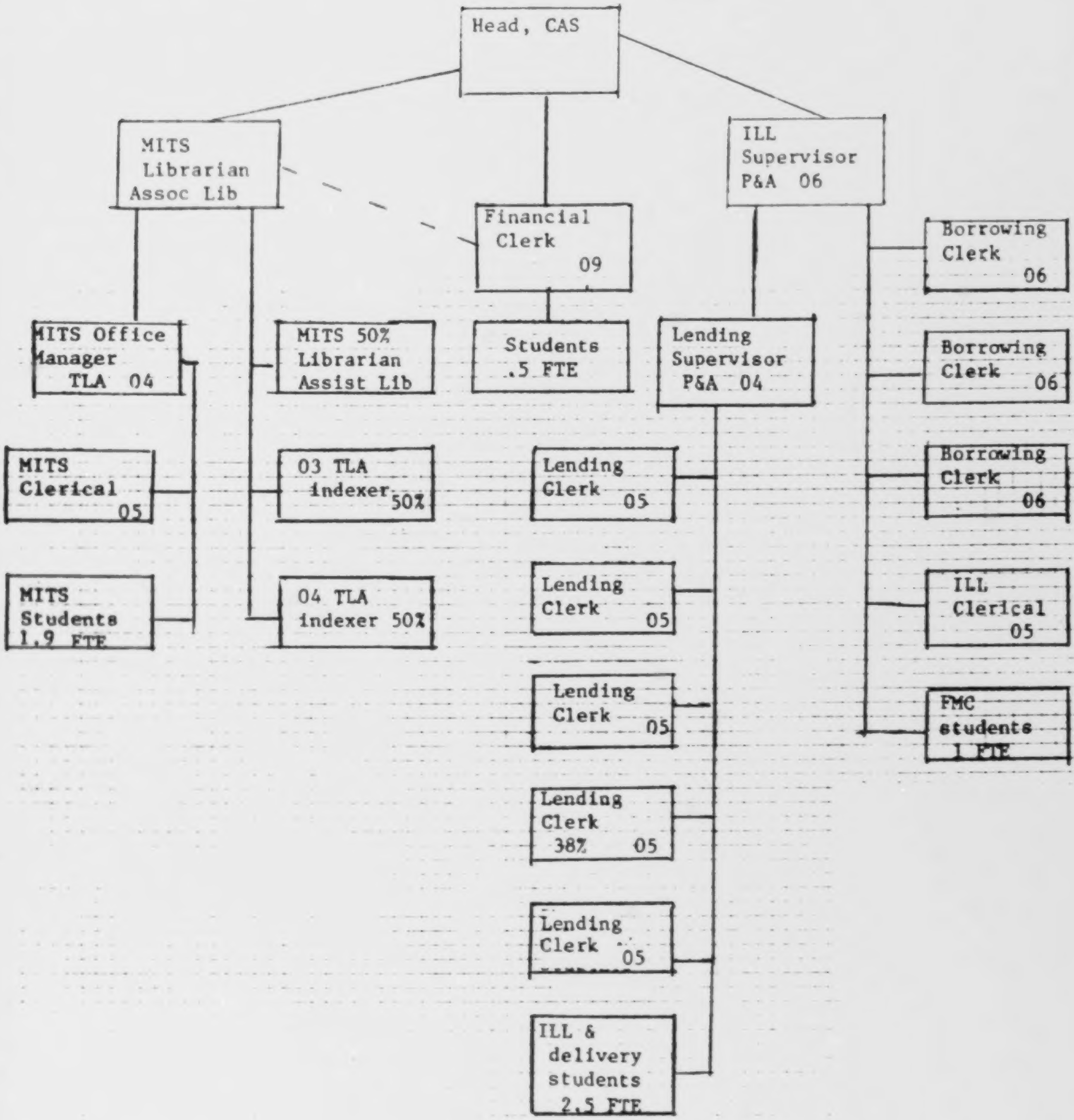
1. Interlibrary Loan - both borrowing and lending work
2. MITS (Michigan Information Transfer Source) - fee-based service for business and industry - cost recovery (began December 1980)
3. 747-FAST - campus faculty delivery service (began March 1986)

4 /92

7 /92

University of Michigan

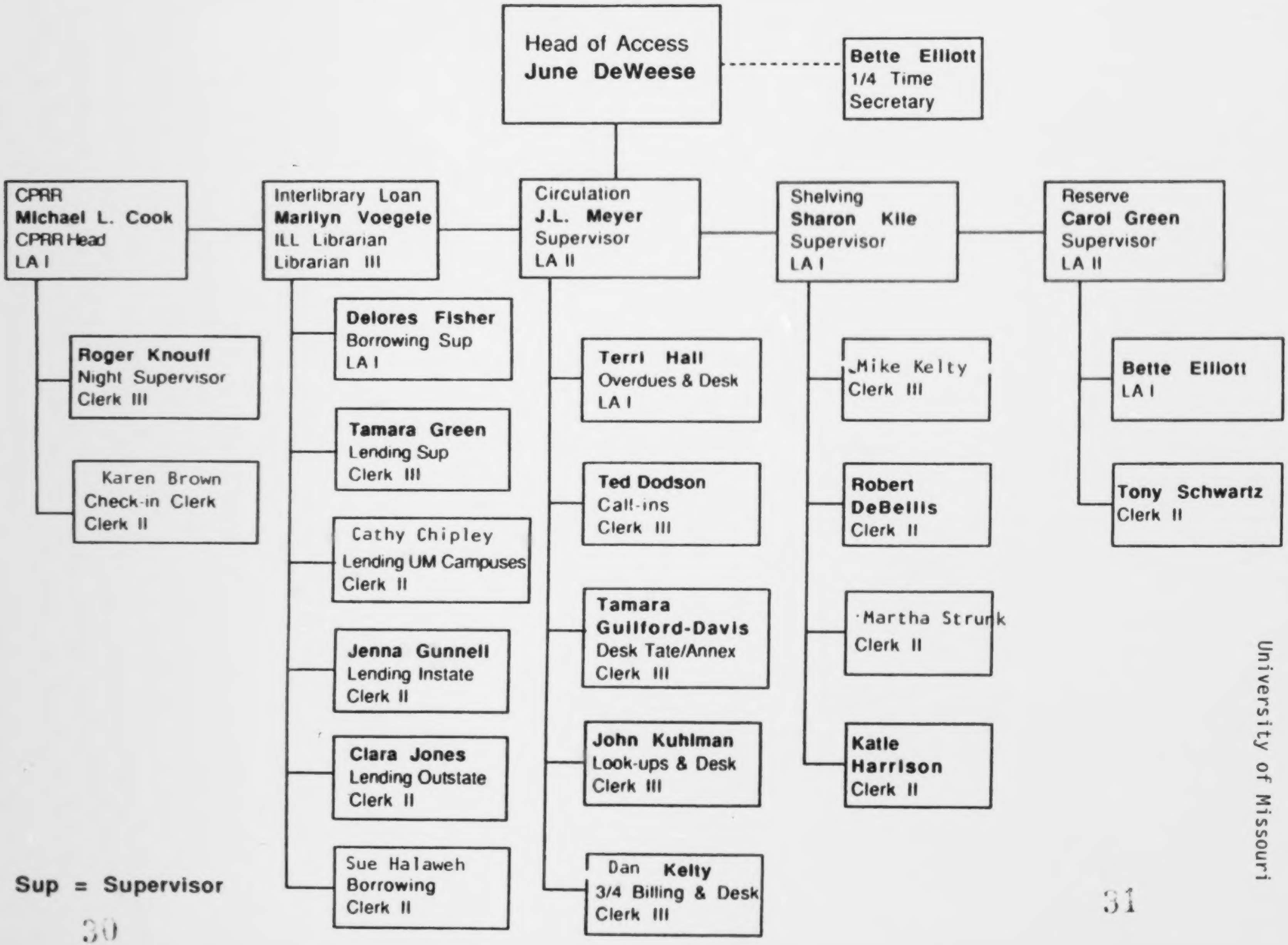
Cooperative Access Services


Head, CAS
MITS Librarian Assoc Lib
Financial Clerk 09
ILL Supervisor P&A 06
MITS Office Manager TLA 04
MITS 50% Librarian Assist Lib
Students .5 FTE
Lending Supervisor P&A 04
Borrowing Clerk 06
Borrowing Clerk 06
Borrowing Clerk 06
MITS Clerical 05
03 TLA indexer 50%
Lending Clerk 05
MITS Students 1.9 FTE
04 TLA indexer 50%
Lending Clerk 05
ILL Clerical 05
Lending Clerk 05
FMC students 1 FTE
Lending Clerk 38% 05
Lending Clerk 05
ILL & delivery students 2.5 FTE

29

Lending Unit handles retrieval for on campus and off campus

Access Services Division: Organization Chart



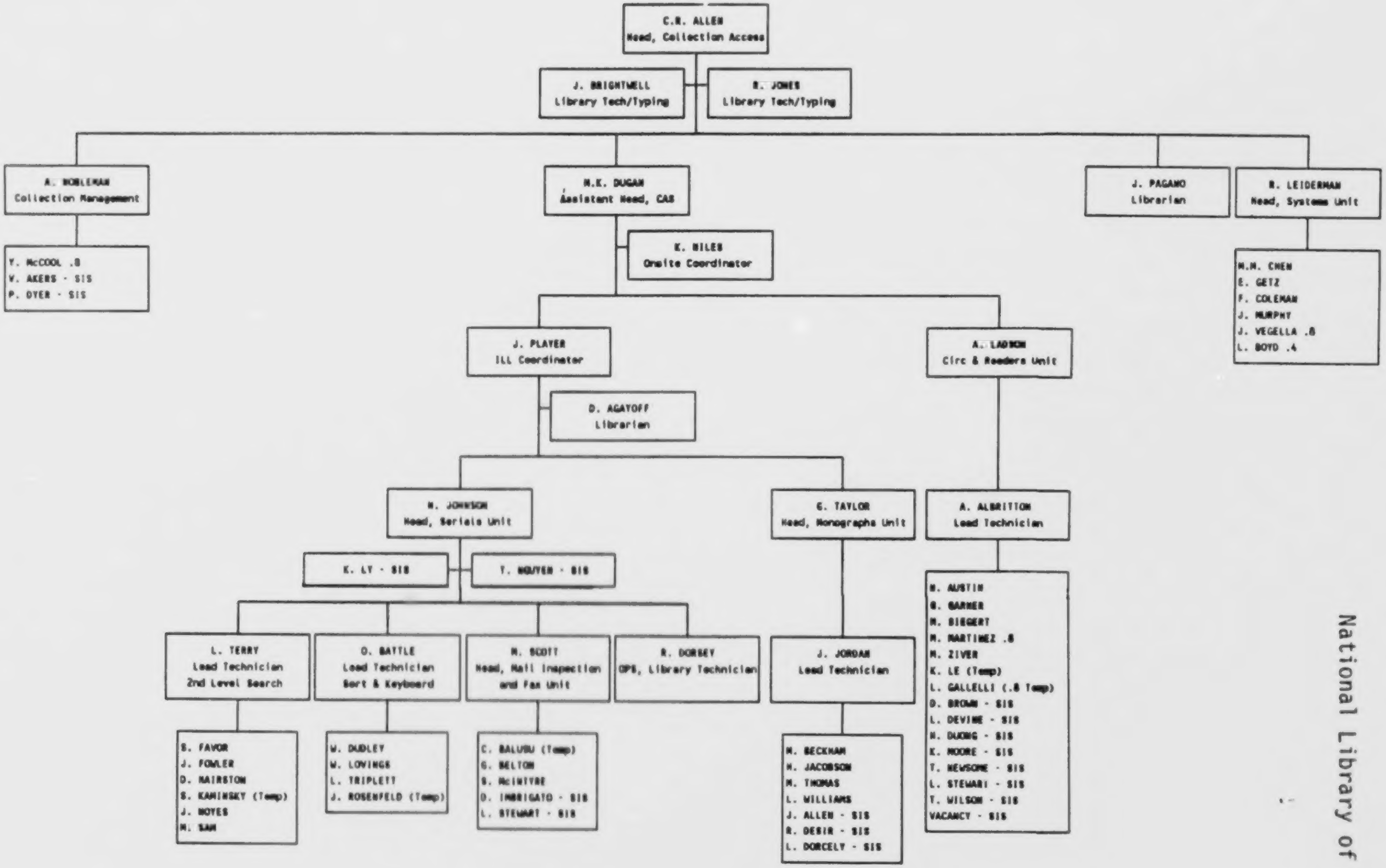
- Head of Access **June DeWeese**
  - **Bette Elliott** 1/4 Time Secretary
  - CPRR **Michael L. Cook** CPRR Head LA I
    - **Roger Knouff** Night Supervisor Clerk III
    - Karen Brown Check-in Clerk Clerk II
  - Interlibrary Loan **Marilyn Voegele** ILL Librarian Librarian III
    - **Delores Fisher** Borrowing Sup LA I
    - **Tamara Green** Lending Sup Clerk III
    - Cathy Chipley Lending UM Campuses Clerk II
    - **Jenna Gunnell** Lending Instate Clerk II
    - **Clara Jones** Lending Outstate Clerk II
    - Sue Halaweh Borrowing Clerk II
  - Circulation **J.L. Meyer** Supervisor LA II
    - **Terri Hall** Overdues & Desk LA I
    - **Ted Dodson** Call-ins Clerk III
    - **Tamara Guilford-Davis** Desk Tate/Annex Clerk III
    - **John Kuhlman** Look-ups & Desk Clerk III
    - Dan **Kelty** 3/4 Billing & Desk Clerk III
  - Shelving **Sharon Kile** Supervisor LA I
    - Mike Kelty Clerk III
    - **Robert DeBellis** Clerk II
    - Martha Strunk Clerk II
    - **Katie Harrison** Clerk II
  - Reserve **Carol Green** Supervisor LA II
    - **Bette Elliott** LA I
    - **Tony Schwartz** Clerk II

* **Sup = Supervisor**

University of Missouri

NATIONAL LIBRARY OF MEDICINE
PUBLIC SERVICES DIVISION
COLLECTION ACCESS SECTION

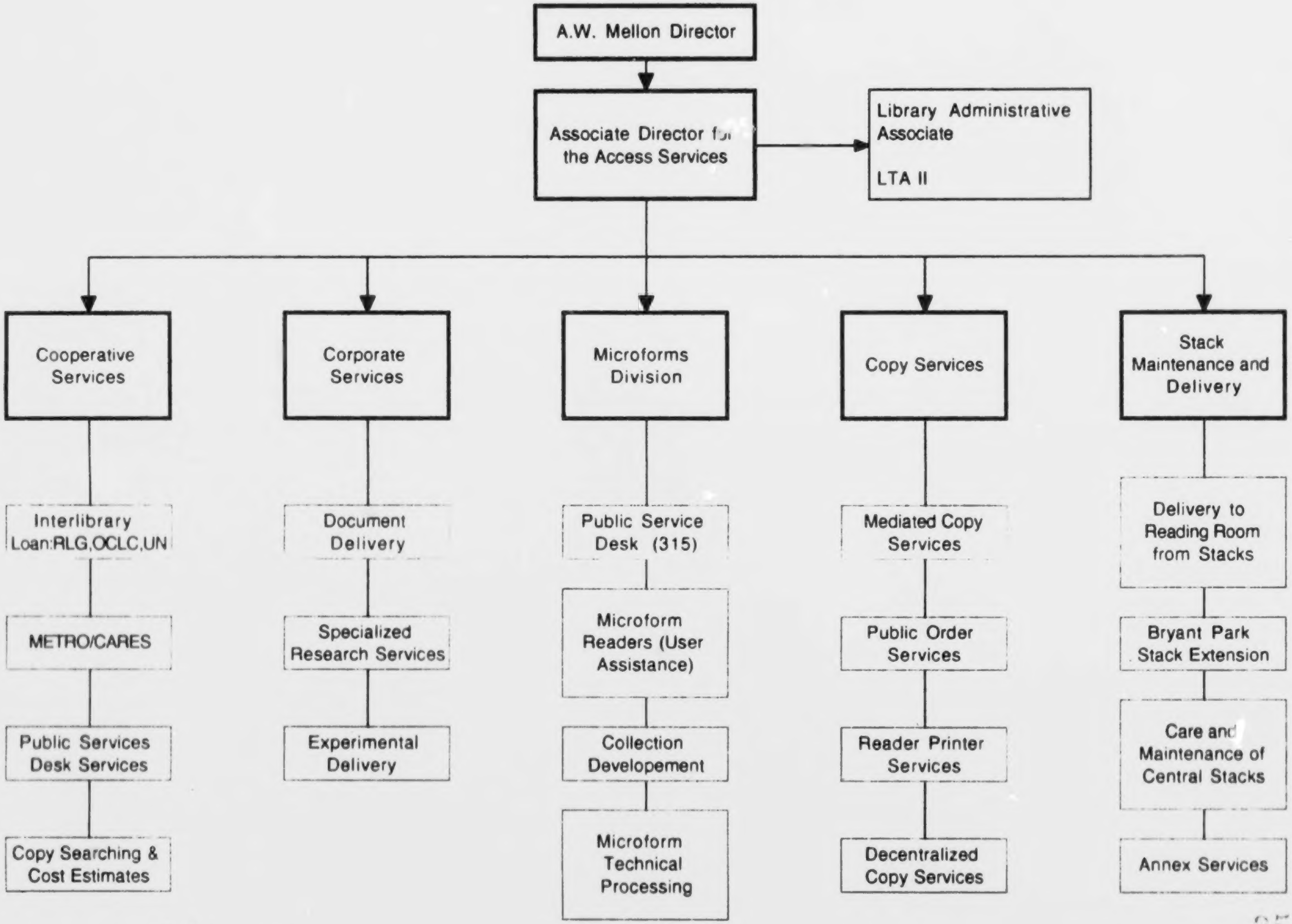
May 1992


C.R. ALLEN
Head, Collection Access
J. BRIGHTWELL
Library Tech/Typing
R. JONES
Library Tech/Typing
A. NOBLEMAN
Collection Management
Y. McCOOL .8
V. AKERS - SIS
P. DYER - SIS
N.K. DUGAN
Assistant Head, CAS
K. BILES
Onsite Coordinator
J. PAGANO
Librarian
R. LEIDERMAN
Head, Systems Unit
M.M. CHEN
E. GETZ
F. COLEMAN
J. MURPHY
J. VEGELLA .8
L. BOYD .4
J. PLAYER
ILL Coordinator
D. AGATOFF
Librarian
A. LADSON
Circ & Readers Unit
N. JOHNSON
Head, Serials Unit
K. LY - SIS
T. NGUYEN - SIS
G. TAYLOR
Head, Monographs Unit
A. ALBRITTON
Lead Technician
L. TERRY
Lead Technician
2nd Level Search
D. BATTLE
Lead Technician
Sort & Keyboard
N. SCOTT
Head, Mail Inspection
and Fax Unit
R. DORSEY
OPS, Library Technician
J. JORDAN
Lead Technician
S. FAVOR
J. FOWLER
D. HAIRSTON
S. KAMINSKY (Temp)
J. NOYES
M. SAM
W. DUDLEY
W. LOVINGS
L. TRIPLETT
J. ROSENFELD (Temp)
C. BALUSU (Temp)
G. BELTON
S. McINTYRE
D. IMBRIGATO - SIS
L. STEWART - SIS
M. BECKHAM
M. JACOBSON
M. THOMAS
L. WILLIAMS
J. ALLEN - SIS
R. DESIR - SIS
L. DORCELY - SIS
N. AUSTIN
G. GARNER
M. SIEGERT
M. MARTINEZ .8
M. ZIVER
K. LE (Temp)
L. GALLELLI (.8 Temp)
D. BROWN - SIS
L. DEVINE - SIS
H. DUONG - SIS
K. MOORE - SIS
T. NEWSOME - SIS
L. STEWART - SIS
T. WILSON - SIS
VACANCY - SIS

National Library of Medicine

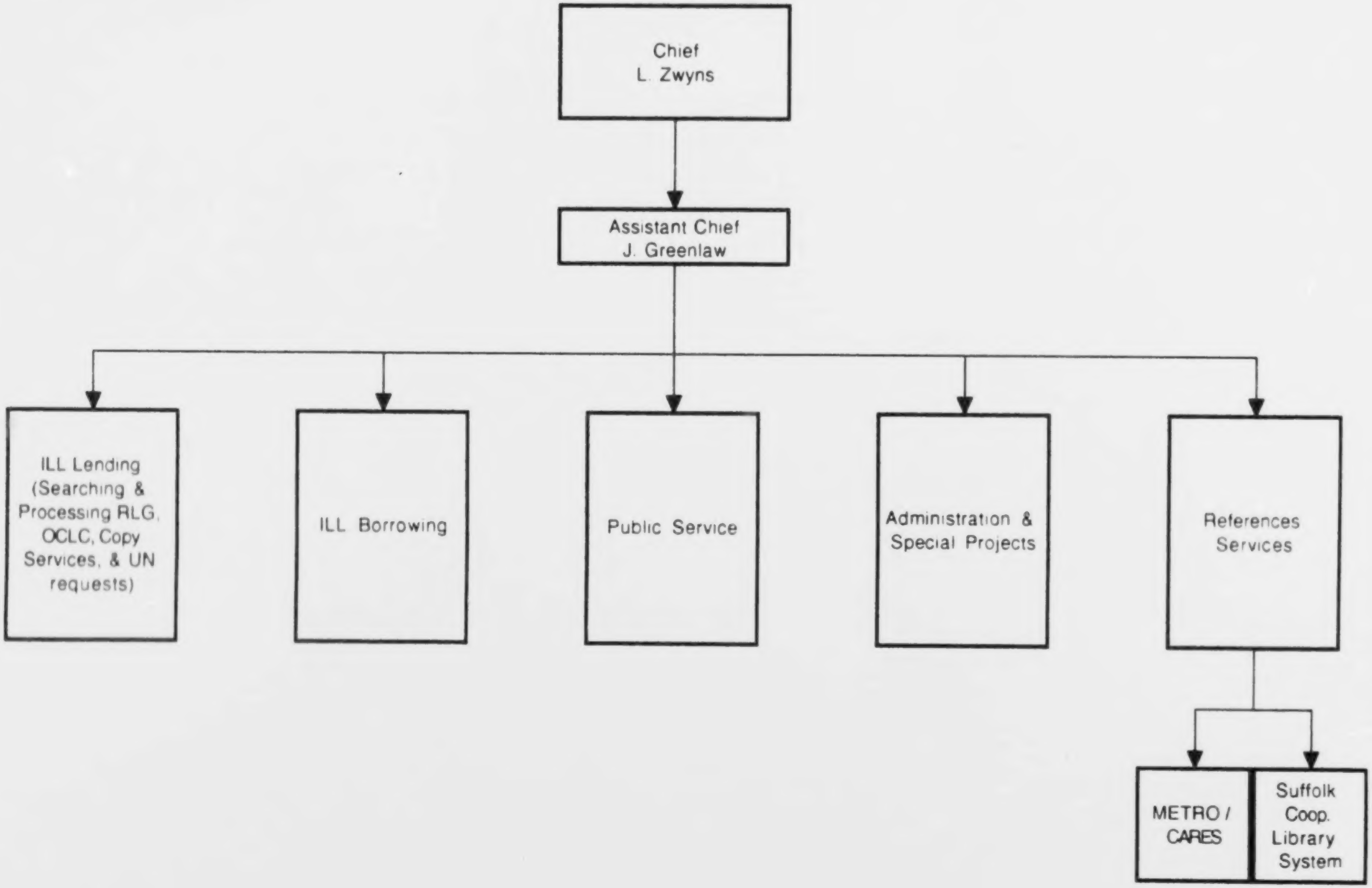
BEST COPY AVAILABLE

NYPL ACCESS SERVICES



- A.W. Mellon Director
  - Associate Director for the Access Services
    - Library Administrative Associate
LTA II
    - Cooperative Services
      - Interlibrary Loan:RLG,OCLC,UN
      - METRO/CARES
      - Public Services Desk Services
      - Copy Searching & Cost Estimates
    - Corporate Services
      - Document Delivery
      - Specialized Research Services
      - Experimental Delivery
    - Microforms Division
      - Public Service Desk (315)
      - Microform Readers (User Assistance)
      - Collection Developement
      - Microform Technical Processing
    - Copy Services
      - Mediated Copy Services
      - Public Order Services
      - Reader Printer Services
      - Decentralized Copy Services
    - Stack Maintenance and Delivery
      - Delivery to Reading Room from Stacks
      - Bryant Park Stack Extension
      - Care and Maintenance of Central Stacks
      - Annex Services

Cooperative Services
Organization Chart


Chief
L. Zwyns
Assistant Chief
J. Greenlaw
ILL Lending (Searching & Processing RLG, OCLC, Copy Services, & UN requests)
ILL Borrowing
Public Service
Administration & Special Projects
References Services
METRO / CARES
Suffolk Coop. Library System

JOB DESCRIPTIONS: PROFESSIONAL

Appendix B

The University of Alabama Libraries

POSITION VACANCY

TITLE:	Interlibrary Loan Librarian (Instructor/ Assistant Professor)
RESPONSIBILITIES:	Reports to the Head, Circulation Department. Responsible for the interlibrary loan activity of the Libraries. Supervises ILL staff and student assistants.
QUALIFICATIONS:	MLS from a program accredited by ALA (must hold degree by application deadline). Good organizational skills, thorough knowledge of trade and national bibliographic sources, experience with the OCLC ILL subsystem, familiarity with American and International ILL procedures, knowledge of computers, ability to work effectively with faculty, staff, students, and ILL personnel at other institutions. Supervisory experience. NOTIS experience preferred. Evidence of strong oral and written communication skills. Knowledge of foreign languages extremely helpful.
SALARY/BENEFITS:	Salary and rank dependent on qualifications and experience. Minimum $22,000 (Instructor), $25,800 (Assistant Professor). Twelve-month appointment, 22 days vacation per year; sick leave, Blue Cross/Blue Shield, Major Medical; state and TIAA/CREF annuity plans.
PROJECTED DATE FOR EMPLOYMENT:	September 1, 1991
TO APPLY:	Send resume, letter of application, and the names and addresses of three references by the application deadline May 24, 1991 to:

Yvonne Mixon
ILL Search
The University of Alabama Libraries
Box 870266
Tuscaloosa, AL 35487-0266

The University of Alabama is an Equal Opportunity-Affirmative Action Employer

BOSTON PUBLIC LIBRARY

INTERLIBRARY LOAN OFFICER (P4)

Basic Function

Under the direction of the Assistant Director for Resources and Research Library Services and/or his delegate, to assume responsibility for the programs and administration of the Interlibrary Loan/Catalog Information unit.

Reports to

Assistant Director for Resources and Research Library Services and/or his designated delegate.

Supervises

As assigned, professional and non-professional staff members.

Typical Duties and Responsibilities

1. Executes the policies of the Library as they pertain to interlibrary loan services, to the provision of information from the Library's catalogs to the public, and to related operations.

2. Assumes responsibility for managing interlibrary loan operations and for catalog information services.

3. Analyzes the operations of the department, identifies procedures and areas which need improvement, sets priorities, plans and initiates appropriate actions, and prepares appropriate procedural manuals for staff and member librarians.

4. Participates in planning for the most efficient public and staff use of the Library's catalogs and supervises searching in these catalogs to meet Library and regional requirements.

5. Develops other library contacts and maintains appropriate working relationships with regional libraries, educational institutions and other organizations through participation in interlibrary loan workshops, meetings, and through personal conferences with regional librarians.

6. Plans and conducts information/orientation programs for regional librarians; coordinates meetings of ILL librarians of contracting libraries.

7. Assumes responsibility for evaluating appropriateness of loan of Library materials to other institutions in accordance with Library policies and establishes procedures for monitoring these loans.

8. Maintains close working relationships with appropriate subject/administrative specialists and other staff in the entire Library.

(Over)

9. Responsible for satisfactory operation of the physical facilities of the unit.

10. Develops methods and procedures and initiates action for the fullest exploitation of the Library's resources.

11. Performs other related and comparable duties as required.

Minimum Qualifications

A bachelor's degree from a recognized college or university and a master's degree in library science from an ALA accredited library school. Relevant subject knowledge and/or specialized training required. Working knowledge of one or more foreign languages. In exceptional instances specialized education, training, and/or experience may be substituted for part or all of the educational requirements. Five years of appropriate library experience ar any equivalent combination of education, experience and training sufficient to indicate ability to do the work.

Ability to execute library policy, ability to plan and supervise the work of others, initiative in generating new ideas, interest and ability to improve existing work techniques and procedures, broad knowledge of library's collections, excellent knowledge of subject area, ability to work well with staff and public alike, dependability, and proven ability to communicate both orally and in written form.

December 1894

BOSTON PUBLIC LIBRARY

Position Description

Interlibrary Loan Librarian II (P2)

Basic Function

Under supervision, to participate in Interlibrary Loan, Catalog Information, and Reference service to the public, to perform professional work requiring substantial application of professional knowledge and experience and to assist in the administration of the unit.

Reports to

Interlibrary Loan Officer

Supervises

As assigned, junior staff members

Typical Duties and Responsibilities

1. Assists readers at the Catalog Information Desk in interpreting the catalog and in providing guidance to the Library's resources and the resources of other libraries.

2. Following Library policies and procedures fills subject and reference requests and directs the borrowing of materials from other libraries.

3. Prepares schedules for the coverage of the Interlibrary Loan Office and Catalog Information Desk.

4. Assumes administrative responsibility for the day-to-day operation of the unit in the absence of the department head.

5. Assists in the training of junior members of the staff, and in the orientation of both staff, regional librarians, and members of the public to the services of the unit.

¶

6. Assists in coordinating the work of the unit with other units of the Library.

7. Performs other related and comparable duties as required.

Minimum Qualifications

A bachelor's degree from a recognized college or university and a master's degree in library science from an accredited library school. In exceptional instances specialized education, training, and/or experience may be substituted for part or all of the educational requirements.

Two years of pertinent professional library experience performing a variety of professional duties or any equivalent combination of education, experience and training sufficient to indicate ability to carry out the responsibilities. Some online searching experience desirable.

Extensive knowledge of book and non-book materials; comprehensive knowledge of bibliographical tools and sources; proven skills in oral and written communications; broad knowledge of Library methods and procedures; ability to initiate and carry out assignments independently and demonstrated ability to assume responsibility.

Good judgement; tact; courtesy; dependability and ability to work well with department and regional staff, and other library personnel and with public in all kinds of situations.

12 October 1983

BOSTON PUBLIC LIBRARY

Interlibrary Loan Librarian I (P1)

Basic Function

Under supervision, to participate in Interlibrary Loan and Reference service to the public and to perform a variety of activities requiring application of professional knowledge.

Reports to

Interlibrary Loan Officer

Supervises

As assigned, pre-professional and/or non-professional staff.

Typical Duties and Responsibilities

1. Assists readers at the Catalog Information Desk in interpreting the catalog and in providing guidance to the Library's resources and the resources of other libraries.
2. Assists in directing and filling interlibrary loans to other libraries.
3. Participates in the use of facsimile technology in receiving and filling interlibrary loan reqeusts.
4. Following Library policies and procedures, directs the borrowing of materials from other libraries.
5. Assists as required in the preparation of reports and the compilation of statistics.
6. Provides information about interlibrary loan and related operations in response to inquires.
7. Assists in the training of pre-professional and non-professional members of the staff.
8. Performs other related and comparable duties as required.

Minimum qualifications

A bachelor's degree from a recognized college or university and a master's degree in library science from an acredited library school. In exceptional instances, specialized education, training and/or experience may be substituted for part or all of the educational requirements.

Personable, tactful, poised, ability to assume responsibility, good judgment, initiative, ability to work well with staff and public alike; dependability. Training and/or experience in facsimilie technology, telecommunications and interlibrary loan operations highly desirable.

September 1987

THE UNIVERSITY LIBRARY
University of California, San Diego

Rank: Assistant Librarian
Salary: $27,360 - $33,444
or
Rank: Associate Librarian I - II
Salary: $33,444 - $35,016

INFORMATION ACCESS LIBRARIAN
Access Services Department

UCSD is an equal opportunity, affirmative action employer and specifically seeks candidates who can make contributions in an environment of cultural and ethnic diversity.

The University and the Library

The University of California, San Diego (UCSD), has an enrollment of approximately 17,600 and employs 3,900 faculty and other academicians, and over 11,000 non-academic staff. The main academic units are five undergraduate colleges, a division of graduate studies and research, the School of Medicine, Scripps Institution of Oceanography, the Graduate School of International Relations and Pacific Studies, and University Extension. Although a relatively young institution, UCSD has developed distinguished academic programs. It ranks seventh nationally in annual receipt of federal funds for research and development and is one of fifty-two members of the Association of American Universities. The University Library, a member of the Association of Research Libraries, consists of the Central University Library, the Biomedical and Medical Center Libraries, the Undergraduate Library, the Science & Engineering Library, the Graduate School of International Relations and Pacific Studies Library, and the Scripps Institution of Oceanography Library. The combined collections total 1.9 million volumes. Online integrated technical and public services are supported by the combined INNOPAC and INNOVACQ systems. The Library is in the early stages of developing a "Library Without Walls" to provide remote access to and delivery of both information and the collections of the Library.

The Access Services Department

The Access Services Department of the Central University Library is comprised of a variety of units, including circulation, reserves, stacks maintenance, billing, interlibrary loan, document delivery, intercampus van, security, current periodicals, newspapers, microforms, physical facilities, and the Library Annex. An energetic group of 33 FTE staff and approximately 26 FTE student assistants provide assistance at two public service desks and carry out numerous special projects. In the past year the department has automated its circulation operations, has moved 350,000 volumes to a new Library Annex, and has successfully introduced LIBRARY EXPRESS, an on-campus document delivery system to the UCSD community. As construction progresses on the addition to the Central University Library, each unit within the department will play a key role in maintaining and expanding access to information resources at UCSD and elsewhere.

Responsibilities

Under the general direction of the Head, Access Services Department, the Information Access Librarian is responsible for development and implementation of electronic access mechanisms for information retrieval and operation of LIBRARY EXPRESS (an on-campus document delivery system). The incumbent will supervise the information service provided at the Information Desk and will supervise the heads of Current Periodicals, Newspapers, and Microforms Unit, and the Interlibrary Loan Unit. Acts as the Access Services liaison to other public and technical services departments in the UCSD Library. The librarian will perform special projects as assigned and participate in circulation activities and management of the Access Services Department.

Qualifications

Required qualifications include an M.L.S. from an ALA -accredited library school; at least three years' experience in a public services department of an academic, research, or large public library; reference experience; interlibrary loan experience; knowledge of and experience using online systems, microcomputers, and electronic tools for document delivery; supervisory experience, demonstrated excellent oral and written communication skills and interpersonal skills. Desirable qualifications include circulation experience; experience with automated circulation systems; experience in writing and producing public relations materials; budgetary experience; familiarity with issues related to periodical, newspaper, and microform collections in academic libraries; and experience in developing and implementing innovative information services. Appointment at the Associate Librarian rank requires superior qualifications and experience. UCSD Librarians, as academic employees, are expected to participate in librarywide activities and to be active professionally.

Benefits

Librarians at UCSD are academic appointees and are entitled to 16 hours per month of annual leave, eight hours per month of sick leave, reductions in incidental fees, and all other perquisites granted to non-faculty academic personnel. The University has an excellent retirement system and sponsors a variety of group health, dental, vision, disability, automobile and life insurance plans, as well as group legal services and a tax-savings program.

Applications received by June 30, 1990 will be assured of consideration. Submit a letter of application, enclosing a résumé and a list of references to:

Janet Tait
Assistant for Academic Personnel
Library, C-075-H
University of California, San Diego
La Jolla, CA 92093

47

UNIVERSITY OF ILLINOIS LIBRARY
At URBANA-CHAMPAIGN
Urbana, Illinois 61801

COORDINATOR OF ILLINOIS RESEARCH AND REFERENCE CENTER

Position Available: Immediately. A faculty position. Date Posted: June 15, 1988.

Responsibilities: Reports to the Director of Departmental Library Services. Has direct responsibility for the organization and management of the Research and Reference Center in the provision of quality interlibrary loan, photoduplication, and reference services to the residents of Illinois. Prepares budget requests, maintains required statistics, supervises and motivates staff to a high level of productivity, presents written and oral reports and participates in training of University and network staff. Maintains working relationships with other units of the Library to expedite the provision of materials and services to users in Illinois outside the immediate academic community of the University. Must play an active leadership role in the ILLINET community as well as participate in appropriate meetings and workshops as the representative of the University of Illinois Library.

Department: The Illinois Research and Reference Center is responsible for providing interlibrary loan service to both U.S. and international libraries, thereby making the UIUC Library the second heaviest interlibrary lender among ARL libraries. In addition, the Research and Reference Center also provides bibliographic/reference services to participating libraries in the state's nationally renowned multitype library network, ILLINET. It is a high volume, fast paced office processing more than 172,000 inter-library loan and 2,400 reference requests annually. Staff includes 3.25 FTE professional librarians, 1 FTE graduate assistant, 12.5 FTE support staff, and 17 student assistants.

Qualifications: Required: Master's degree in Library Science from an ALA accredited library school or equivalent degree; at least three years professional library experience, including at least two years of managerial/supervisory experience; working experience with a variety of interlibrary loan systems; experience in networks of a large interlibrary loan department; a commitment to statewide resource sharing; demonstrated facility in written and oral communication; and evidence of research orientation and ability to meet university requirements for promotion and tenure. Preferred: Working knowledge of OCLC and automated systems; demonstrated ability to function in large, complex library organizations.

Salary & Rank: Librarians have faculty status. For this position the salary is $26,000 and upward for appointment as Assistant Professor and $29,000 and upward for appointment as Associate Professor, depending on qualifications and scholarly credentials. Librarians must meet general university requirements for promotion and tenure (librarianship, research, publication, university/professional service)

--OVER--

Terms of Appointment: Twelve months appointment; 24 work days vacation per year; 11 paid holidays; 12 days annual sick leave (accumulative up to a maximum of 240 days) plus an additional 13 days per year if necessary; paid hospitalization for all employees (coverage for dependents may be purchased); participation in the University Retirement System is compulsory upon appointment (8% of staff member's salary is withheld and is tax exempt until retirement); newly hired University employees are now covered by the Medicare portion of Federal Social Security and are subject to its deduction.

Campus & Community: Urbana-Champaign, located about 135 miles south of Chicago, is a university community of over 100,000 inhabitants, including a student population of over 35,000 and an administrative, academic and support staff of over 12,000. Many departments and colleges have outstanding reputations for research achievement. The Library ranks first in size among state university libraries and third among all universities

Apply: Send letter of application and complete resume with the names, addresses, and telephone numbers of five references to Allen G. Dries, Library Personnel Manager, Library Personnel Office, 127 Library, University of Illinois Library at Urbana-Champaign, 1408 West Gregory Drive, Urbana, Illinois 61801 Phone (217) 333-8169.

Deadline: For maximum consideration, applications and nominations should be received no later than August 15, 1988.

THE UNIVERSITY OF ILLINOIS IS AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER.

LINDA HALL LIBRARY
JOB DESCRIPTION

Position Title: INTERLIBRARY LOAN/PHOTOCOPY SERVICES LIBRARIAN

Organizational Unit: Interlibrary Loan/Photocopy Services

Reporting Relationships: Reports to the Librarian for Public Services
Supervises Interlibrary Loan/Photocopy Services staff

Job Summary: The Interlibrary Loan/Photocopy Services Librarian supervises, manages, schedules and coordinates the day-to-day activities of the Interlibrary Loan/Photocopy Services Division.

Duties and Responsibilities:

1. Establishes and monitors policies, procedures, priorities and goals of the Division

2. Hires, trains, advises, supervises and evaluates staff, which includes: the Assistant Interlibrary Loan Services Librarian, the Senior Interlibrary Loan Services Assistant, the Interlibrary Loan Services Assistants, the Photocopy Service Supervisor and the Interlibrary Loan Services Page

3. Consults and advises Photocopy Service Supervisor on the hiring, training and evaluation of the Photocopy Service Pages

4. Provides bibliographic searching for patron requests received by telephone, mail, courier, OCLC, fax and in-house (particularly those items not identified by support staff)

5. Serves on the Reference Desk as assigned

6. Schedules the daily work activities for the Division

7. Makes certain all materials copied comply with the Copyright Law and CONTU Guidelines

8. Consults with Interlibrary Loan/Photocopy Services staff through weekly meetings

9. Communicates with and makes recommendations to appropriate staff members in other divisions of the library regarding Interlibrary Loan policies and procedures, collection development, library records, etc.

10. Communicates and interprets Library and Interlibrary Loan Services policies and procedures to patrons

11. Maintains statistics and correspondence files for the Division

12. Reviews current developments in Interlibrary Loan Services by attending workshops, studying the library literature and consulting Interlibrary Loan colleagues

13. Directs and implements the processing of requests received via the OCLC ILL Subsystem on a rotational basis

14. Serves on the Interlibrary Loan Service Desk as needed, processing RUSH telephone and fax requests, providing information, etc.

15. Performs additional tasks as assigned by the Librarian for Public Services

Minimum Qualifications: MLS degree, 3 years library experience (1 year in Interlibrary Loans), supervisory and management skills, knowledge of and experience in bibliographic searching, effective verbal and written communication skills

Working Conditions: This position involves working in a scholarly environment requiring the perusal of library materials, lifting and handling of moderate to heavy volumes from floor level to heights requiring a stepstool, performing duties which require CRT usage, repetitive and interruptive tasks, frequent walking, climbing of stairs, standing for sustained periods, and minimal exposure to dust.

Prepared by: Interlibrary Loan/Photocopy Services Librarian

Approved by:

Date: February, 1991

LINDA HALL LIBRARY
JOB DESCRIPTION

Position Title: ASSISTANT INTERLIBRARY LOAN SERVICES LIBRARIAN

Organizational Unit: Interlibrary Loan/Photocopy Services

Reporting Relationships: Reports to the Interlibrary Loan/Photocopy Services Librarian
Assists in the supervision of the Interlibrary Loan Services Assistants and the Interlibrary Loan Services Page.

Job Summary: The Assistant Interlibrary Loan Services Librarian aids in the supervision, training and guidance of the Interlibrary Loan Services Division.

Duties and Responsibilities:

1. Assumes duties and responsibilities for the Interlibrary Loan/Photocopy Services Division in the absence of the Interlibrary Loan/Photocopy Services Librarian

2. Assists in the hiring, training, advising, supervising and guiding of the Interlibrary Loan Services Assistants and the Interlibrary Loan Services Page

3. Assists in the formulation and implementation of Division policies and procedures

4. Utilizes bibliographic tools to solve problem requests received by mail, fax, telephone and OCLC not resolved by support staff

5. Investigates and resolves mail-in status requests

6. Monitors marked mail before requests are sent to the stacks

7. Checks and records unfilled requests

8. Maintains Division files of letters, memos, brochures, daily schedules, etc.

9. Directs and implements the processing of requests received via the OCLC ILL Subsystem on a rotating basis

10. Serves on the Reference Desk as assigned

11. Serves on the Interlibrary Loan Service Desk as needed, processing RUSH telephone and fax requests, providing information, etc.

12. Communicates with and makes recommendations to appropriate staff members in other divisions of the library regarding serials records, cataloging records, acquisitions, etc.

13. Receives unsolved problem requests from the Interlibrary Loan Services Page and assists the Interlibrary Loan Services Assistant in their resolution

14. Performs additional tasks as assigned

Minimum Requirements:	MLS degree, 2 years experience in library work, supervisory skills, knowledge of and experience in use of wide variety of library tools, effective verbal and written communication skills.
Working Conditions:	This position involves working in a scholarly environment requiring the perusal of library materials, lifting and handling of moderate to heavy volumes from floor level to heights requiring a stepstool, performing duties which require CRT usage, repetitive and interruptive tasks, frequent walking, climbing of stairs, standing for sustained periods, and minimal exposure to dust.

Prepared by: Interlibrary Loan/Photocopy Services Librarian

Approved by:

Date: February, 1991

Evaluation Criteria

Librarian
ILL Coordinator
GS-1410-12

Experience 70%

1. Experience as a librarian in a health science or research library
2. Above, plus progressively responsible experience in document delivery or access services in a health science or research library.
3. Above, plus written and oral communication skills and experience in training activities, or contract management.

Training and Self-Development 25%

1. Graduate library science degree, or the equivalent plus an undergraduate degree in one of the biological sciences or the equivalent.
2. Above plus training in document delivery, access services or contract management.
3. Above plus training in managing, preparing, and conducting training classes, and/or in managing special projects.

Awards 5%

1. Evidence of quality performance as reflected by letters of appreciation or commendation, or recognition for academic or work achievement.
2. Evidence of quality in job performance as reflected by a cash, group, or equivalent award, or other official recognition.
3. Evidence of excellence in job performance, as reflected by the attainment of an individual award for sustained high quality performance, such as quality step increase, outstanding performance rating, or comparable award, within the last five years.

LIBRARIAN GS 1410-12
INTERLIBRARY LOAN COORDINATOR
COLLECTION ACCESS SECTION

I. INTRODUCTION

The incumbent of this position serves as the Interlibrary Loan Coordinator within the Collection Access Section within the Public Services Division. The Collection Access Section is responsible for interpreting and implementing the Library's interlibrary loan policy, retrieving collection items needed for loan or reader use, and maintaining the Library's collection, and oversight of the Library's automated interlibrary loan system. The purpose of this position is to provide professional support to the Library's interlibrary loan program.

II. MAJOR DUTIES AND RESPONSIBILITIES

A. Plans, controls and coordinates the activities of the Library's interlibrary loan program, including the activities of professional, paraprofessional, and student staff. Plans work to be accomplished by subordinate elements, establishes priorities and follows through for accomplishment; monitors productivity of library technicians involved with interlibrary loan; makes decisions on work problems presented by subordinate supervisors; collaborates with heads of other units to negotiate and coordinate interrelated matters; advises Head and Assistant Head of Section on problems involving major programs, having significant impact on these programs; evaluates subordinate supervisors and reviews evaluations made by them; makes effective selection recommendations for subordinate personnel; responds to grievances and employee complaints, and takes appropriate disciplinary problems; recommends appropriate training for subordinate staff; and consults with administrative officers, personnel specialists, etc. concerning other matters.

B. Plans and administers a coordinated program of interlibrary loan involving libraries in the United States and abroad, and corresponds with these libraries to ensure that the National Library of Medicine is providing the highest level of document delivery service. Sees that loans are promptly and effectively processed.

    1. Provides guidance and technical assistance to subordinate staff, particularly pertaining to the handling of the more difficult or unusual requests and the application and interpretation of the National Library of Medicine's policies, procedures, and standards to determine acceptability of requests.

    2. Performs a variety of assignments related to processing and bibliographic reference functions including development of data collection methods and

analysis of operating statistics. Prepares reports, reviews procedures and work flow and undertakes procedural training and development of instructional materials.

3. Searches or supervises searching of pertinent indexes, abstracts bibliographies, manual catalogs and on-line files, to respond to requests for assistance from network libraries.

4. Works closely with the Collection Maintenance Librarian and the Senior Reference Librarian to initiate requests to other organizational elements of the Library to revise or correct errors in records, listings, etc. discovered during the performance of assigned duties and to procure additional material for the collection.

5. Collects information and drafts correspondence interpreting policies and programs relating to the Library's interlibrary loan service.

6. Performs studies to provide management information on document delivery, including analyzing operating procedures and policies to effect improvements related to document delivery.

7. Carries out special projects relating to loan and bibliographic reference service for NLM management and patrons which require indepth knowledge of the collection. Must determine availability of items requested, normally on a rush basis, for Congress, the Executive Branch, the White House, etc. and follows through on arrangements for delivery of requested documents.

8. Incumbent is responsible for maintaining the Section's Reference Collection, including coordinating recommendations for selection of material, collection inventories, weeding of the collection, requests for updated editions, and other maintenance of these bibliographic tools. Provides training to other professional and paraprofessional staff in use of this collection.

C. Serves as the Project Officer on contracts which are directly involved with document delivery. Incumbent will be responsible for contract administration, including the training of contractor staff, the monitoring of contract progress and tracking expenditures. Takes action to resolve all problems that impede the prompt handling of all requests for documents.

D. Officially represents NLM at professional meetings and provides an effective interface between the Library and outside organizations.

E. Performs other duties as assigned.

III. SUPERVISION AND GUIDANCE RECEIVED

Works under the general supervision of the Assistant Head, Collection Access Section, who provides guidelines as to the overall objectives and mission of the Section. On own initiative, incumbent plans work and independently performs duties, exercising considerable judgment in making a wide variety of operating decisions. Work projects are discussed in outline with the supervisor, but successful completion of the assignment is the responsibility of the incumbent. Supervisor is notified about unanticipated problems. Performance is evaluated in terms of soundness of conclusions reached and recommendations made, the quality of finished products, and the effectiveness in carrying out the mission of the Section's interlibrary loan service.

IV. OTHER SIGNIFICANT FACTS

Incumbent must have a Masters Degree in Library Science or equivalent experience. This position also requires specialized education and/or experience in document delivery, preferably with medical information; and extensive experience and proficiency in online bibliographic searching. Incumbent must also have progressive experience in document delivery, or related area such as access services; and, at least three years of supervisory experience and a working knowledge of the National Library of Medicine's online systems.

Supervisory Librarian
(Head, Systems Unit)
GM-1410-13

I. Introduction

The position is located in the Collection Access Section, Public Services Division. The Collection Access Section is responsible for interpreting and implementing the Library's interlibrary loan policy, retrieving collection items needed for offsite and onsite loan purposes, maintaining the Library's collection and maintaining NLM's automated interlibrary loan and referral system.

II. Duties and Responsibilities

As the Head of the Systems Unit in the Collection Access Section, based on professional library science knowledge and expertise with automated library systems, the incumbent plans, controls and coordinates activities related to the application and use of automated and mechanized systems within the Collection Access Section as they relate to document delivery and collection access. The incumbent will perform the following duties.

a. Participates with other professional librarians, systems analysts, computer specialists and support personnel in planning, designing, testing, implementing and evaluating computer applications and related technology.

b. Applies a knowledge of library operating procedures, online files and processing procedures, systems analysis techniques, and computer programming to the solution of technical processing problems, to identify areas with a potential to benefit from the application of automated systems, or to provide better management information. Identifies modifications required in existing systems to assist operational activities; has authority to define and request modifications to operational and developmental systems.

c. Tests or arranges for tests of suggested systems applications, new or updated databases, and retrieval system changes; analyzes the results; and reports on the results of such tests before they are released for public use.

d. Prepares documentation for computer applications developed for the Collection Access Section. This documentation includes developing flow-charts, writing manuals, preparing justification for work forms, as well as the actual form, if necessary, etc.

e. Works with the appropriate Group Supervisor to observe current work patterns and identify needs for improvement in workflow; develops changes in procedures; assists in documenting procedures as needed;

checks for efficient use of systems, effectiveness of searching strategies and the ability to analyze requests and choose online facilities wisely.

f. Coordinates with Group Supervisors and librarians in the Search and Referral Unit to identify, design and implement training programs for staff in the use of relevant systems and equipment as required; coordinates with the Assistant Head of the Section to arrange for external training in the use of specific systems as required; trains staff in the use of newly implemented systems and equipment.

g. Collects and organizes data, including organization and preparation of charts, tables, graphs and statistical reports, for management personnel, for use in preparations, either made personally or by others.

h. Serves as Section's principle liaison to OCCS and to automation projects in other organizations as appropriate. Participates in cooperative efforts within and/or outside the Library to develop standards and machine-readable formats related to the functions of the Collection Access Section and to ensure that NLM practices adhere to appropriate national and international standards. Has been delegated the authority to review and determine acceptability of products and services and/or recommend required modifications.

i. Plans and develops contract actions for automation projects including file conversion, special file maintenance activities, etc. May prepare statements of work, serve on technical review groups, act as project officer, etc.

j. Directly supervises two professional librarian/technical information specialists positions, up to full performance level of GS-12, and four library technicians, ranging in grade from GS-4 to GS-7, and performs the full range of supervisory duties which include planning and organizing the work, establishing and revising schedules, determining how the workload should be assigned, processed, and reviewed, answering technical questions, explaining work requirements, methods, and procedures, and reviewing work quality and quantity; performing personnel management functions such as approving leave, resolving informal employee complaints, preparing formal written evaluations of employees' performance, holding corrective interviews, informally recommending personnel promotions and formal training, and conducting or directing on-the-job training.

k. Performs other related duties as assigned.

III. Supervision and Guidance Received

Works under the administrative supervision of the Section Head, who sets broad policy and operational standards, overall objectives, and

Evaluation Criteria

Supervisory Librarian
Head, Systems Unit, Collection Access Section
GM-1410-13

Experience 65%

1 - (X-118) Candidates must have at least three years of successful and progressively responsible experience in librarianship, at least one of which must have been at or comparable to the GS-12 level in the Federal service, plus thorough knowledge of automated and mechanized library systems.

2 - Two years experience managing activities related to the application and use of automated and mechanized systems used in document delivery in a large research library including specific experience in analyzing programs, managing projects and preparing required documentation, with experience training other professional staff.

3 - Two years experience managing activities related to the application and use of automated and mechanized systems used in document delivery in a large research library including specific experience in analyzing programs, managing projects and preparing required documentation; experience in training other professional staff; proven report writing and oral communication skills.

Training and Education 30%

1 - Graduate library/information science degree or equivalent plus training in online data base management systems.

2 - Above plus supervisory training or course work in administration/management.

3 - Above plus training in microcomputer applications related to library work, and supervisory and management training.

Awards 5%

1 - Evidence of quality performance as reflected by letters of appreciation or commendation, or recognition for academic or work achievement.

2 - Evidence of quality in job performance as reflected by a cash, group, or equivalent award, or other official recognition.

3 - Evidence of excellence in job performance as reflected by the attainment of an individual award for sustained high quality performance, such as quality step increase, outstanding performance rating, merit pay performance award, or comparable award, within the last five years.

UNIVERSITY OF NOTRE DAME
UNIVERSITY LIBRARIES

Position Description

Title: **Reference Librarian/Coordinator for Interlibrary Loan Services**
Incumbent: **Kathryn Ryan-Zeugner**

RESPONSIBILITIES:

Participates in the provision of reference services to Hesburgh Library's clientele. Supervises the Interlibrary Loan unit. Develops the collection in assigned areas. Reports to the Head of Reference.

STATEMENT OF DUTIES:

1. Provides introductory, advanced, and specialized reference service, including the use of computerized sources, in the Hesburgh Library.

2. Aids students, faculty, staff, and visitors in making effective use of the Libraries' catalogs and the Reference Department's resources and services.

3. Participates in bibliographic instruction by giving tours, teaching classes, and developing appropriate informational aids and user guides.

4. Searches online databases as needed, particularly RLIN for interlibrary loan purposes.

5. Supervises the operation of the Interlibrary Loan unit. (See full position description, attached.)

6. Develops the Libraries' collection in the area of anthropology, and serves as a member of the three-person Reference Collection Development team.

7. Assists in the formulation and implementation of policies within the Reference Department.

8. Participates in meetings of the Reference Department, and serves on library and/or University committees.

9. Maintains an active professional life demonstrated by participation in the meetings and activities of appropriate professional associations and/or by productive scholarship.

QUALIFICATIONS:

Graduate degree from an ALA-accredited program. Two years experience in reference or interlibrary loan work. Strong public service orientation; ability to work harmoniously with others and to communicate ideas effectively in oral and written form. Supervisory experience and familiarity with one or more foreign languages highly desirable.

Title: **Coordinator for Interlibrary Loan Services**

RESPONSIBILITIES:

Directs the operations of the Interlibrary Loan unit. Plans, implements and evaluates the service and supervises its personnel. Responsible to the Head of Reference.

STATEMENT OF DUTIES:

1. Hires, evaluates, and participates in the training of the personnel of the Interlibrary Loan unit, which currently consists of one full-time Library Associate, one full-time Library Assistant, one three-quarter-time Business Clerk, one three-quarter-time Library Assistant, 1.0 FTE student employees, and a half-time Library Assistant who reports to the Assistant Director for User Services.

2. Assists in the borrowing operation by verifying difficult citations and searching RLIN for elusive materials.

3. Advises Interlibrary Loan staff in the proper handling of problem situations or in cases of special needs.

4. Monitors and evaluates local interlibrary loan activities, using statistics and other reports to document trends, recommend policies and procedures, and investigate service or operational problems.

5. Maintains awareness of national developments in the profession, in technology, and in scholarly research and communication; incorporates these as appropriate into local interlibrary loan operations.

6. Monitors the interlibrary loan budget. Documents changes in cost situation to alert others to the need for additional funding, as needed.

7. Explores nontraditional methods of obtaining materials which are difficult to procure via standard interlibrary loan practice. Maintains awareness of availability of higher-cost but speedy sources of materials.

8. Investigates campus-wide needs for access to items not owned by this University.

9. Represents the University Libraries at local, regional, and national meetings relating to interlibrary loan.

Revised August 22, 1990

SPEC
SYSTEMS AND PROCEDURES EXCHANGE CENTER

JOB DESCRIPTIONS: SUPPORT STAFF

ASSOCIATION OF RESEARCH LIBRARIES OFFICE OF MANAGEMENT SERVICES

UNIVERSITY OF CINCINNATI
UNIVERSITY LIBRARIES
INDIVIDUAL JOB DESCRIPTION FORM

CLASSIFICATION
TITLE: Office Manager I

DEPT.: Circulation Services

DEPARTMENT
WORKING TITLE: Unit Head, Interlibrary Loan/ Cashier's Office
REPORTS TO: Head, Circulation Services

CONTROL NUMBER:

PAY GRADE:

GENERAL SUMMARY: Supervises the daily operation of the Interlibrary Loan and Cashier's Offices

SUPERVISORY RESPONSIBILITY: Exercises administrative and functional supervision of ILL/Cashier's Office staff, both bargaining unit support staff and student assistants

PRINCIPAL DUTIES AND RESPONSIBILITIES:

Percentage of time spent	Rank	Description of Duty
50%	1.	Hires, trains, evaluates, and allocates work for the ILL/Cashier's Office Unit staff. Schedules the work of the unit and initiates work assignments. Assists in the formulation of department policies and procedures.
20%	2.	Supervises the operation of the ILL Office and of the Cashier's Office. Assures that both offices are providing services as scheduled.
15%	3.	Provides service in the ILL Office and in the Cashier's Office: assists patrons, resolves problems, and interprets policies.
10%	4.	Interprets policy, serves on committees, and does special project work. Represents the department when designated in the head's absence.
5%	5.	Performs other duties as assigned

UNIVERSITY OF CINCINNATI
UNIVERSITY LIBRARIES
INDIVIDUAL JOB DESCRIPTION FORM

CLASSIFICATION
TITLE: Library Media Technical Assistant I

DEPT.: Circulation Services/Interlibrary Loan Unit

DEPARTMENT
WORKING TITLE: ILL Searcher - Lending

CONTROL
NUMBER:

REPORTS TO: ILL Unit Head

PAY GRADE:

GENERAL SUMMARY: Processes incoming Interlibrary Loan lending requests generated through OCLC as well as through the mail and telefax. Oversees replacement page copying within the Unit. Provides functional supervision to student assistants, as needed. Provides service to public copiers as needed (i.e. jams, adding paper, etc.).

SUPERVISORY RESPONSIBILITY: Functional supervision of student assistants in the Unit.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

Percentage of time spent	Rank	Description of Duty
70%	1.	Performs bibliographic searching of incoming Interlibrary Loan lending requests using online and manual systems.
15%	2.	Assists in the maintenance of various online and manual files pertaining to the OCLC ILL Subsystem.
5%	3.	Provides functional supervision and assists in training of student assistants.
5%	4.	Provides public service in the department in the ILL Unit and on the phone; assists patrons with general university questions, circulates ILL materials, answers general library questions including UCLID, card catalog, serial record, and library building questions.
5%	5.	Assists on Unit projects as assigned by supervisor (e.g. processes payments, filing, etc.); attends departmental and staff meetings.

UNIVERSITY OF CINCINNATI
UNIVERSITY LIBRARIES
INDIVIDUAL JOB DESCRIPTION FORM

CLASSIFICATION
TITLE: Library Media Technical Assistant II

DEPT.: Circulation Services/ILL Unit

DEPARTMENT
WORKING TITLE: Lending Assistant (Photocopying)

CONTROL
NUMBER:

REPORTS TO: ILL Unit Head

PAY GRADE:

GENERAL SUMMARY: Assists in providing copies of non-circulating library materials to interlibrary loan clientele and to UC faculty.

SUPERVISORY RESPONSIBILITY: Functional supervision of student assistants working in the Unit.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

Percentage of time spent	Rank	Description of Duty
40%	1.	Coordinates with the C&D libraries to determine whether copies of material requested through ILL via OCLC, mail, and telefax can be supplied and arranges shipment of materials to ILL for copying.
20%	2.	Prepares and organizes work to be done by student assistants. Supervises student assistants in day to day copying activities and checks their work for accuracy and completeness.
20%	3.	Corresponds with ILL clientele regarding problems with requests, charges, and payments. Calculates and sends estimates for copying of UC Library's materials.
10%	4.	Provides public service in the ILL Office and on the phone; assists patrons with general university questions, circulates ILL materials, answers general library questions including UCLID, card catalog, serial record and library building questions.
5%	5.	Prepares NIU charge forms for faculty photocopying.
5%	6.	Assists on Unit projects and performs other duties as assigned by supervisor. Performs routine maintenance on copiers and telefax machines. Attends departmental and staff meetings.

UNIVERSITY OF CINCINNATI
UNIVERSITY LIBRARIES
INDIVIDUAL JOB DESCRIPTION FORM

CLASSIFICATION
TITLE: Library Associate I

DEPT.: Circulation Services

DEPARTMENT
WORKING TITLE: OCLC ILL Subsystem & Local Lending Coordinator

CONTROL
NUMBER:

REPORTS TO: ILL Unit Head

PAY GRADE:

GENERAL SUMMARY: Coordinates the ILL Unit's usage of the OCLC ILL Subsystem. Coordinates and maintains the Local Lending operation of loans to area businesses and direct borrowing from the UC Medical Libraries.

SUPERVISORY RESPONSIBILITY: Functional supervision of student assistants working with the OCLC Subsystem.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

Percentage of time spent	Rank	Description of Duty
60%	1.	Coordinates the ILL Unit's usage of the OCLC ILL Subsystem. Inputs and receives requests; maintains all online subsystem files; compiles data and statistics on subsystem activity. Serves as backup searcher for incoming borrowing requests from UC patrons.
15%	2.	Provides service in the ILL Unit, at the Circulation Desk, and at the Catalog Assistance Desk; charges out library materials, assists patrons with general library questions including those about UCLID, the card catalog, and library building questions.
10%	3.	Coordinates the operation of direct borrowing from the Medical Center Libraries by UC undergraduates. Compiles data and statistics on program activity.
10%	4.	Performs preliminary searching and problem solving for ILL borrowing requests identified as possibly being in the University Libraries' collection.
5%	5.	Assists on Unit projects and performs other duties as assigned by supervisor. Attends departmental and staff meetings.

UNIVERSITY OF CINCINNATI
UNIVERSITY LIBRARIES
INDIVIDUAL JOB DESCRIPTION FORM

CLASSIFICATION
TITLE: Library Associate I

DEPT.: Circulation Services

DEPARTMENT
WORKING TITLE: Borrowing and Lending Coordinator

CONTROL
NUMBER:

REPORTS TO: ILL Unit Head

PAY GRADE:

GENERAL SUMMARY: Coordinates the activities of identifying, locating, and securing of materials through Interlibrary Loan

SUPERVISORY RESPONSIBILITY: Functional supervision of student assistants in the ILL Unit

PRINCIPAL DUTIES AND RESPONSIBILITIES:

Percentage of time spent	Rank	Description of Duty
55%	1.	Performs complex bibliographic searches using OCLC, other online utilities, and English and foreign language bibliographies to verify entries and identify holding locations in order to secure materials from external organizations for the use of University Libraries' clientele. Selects appropriate suppliers. Coordinates the loan of University Libraries' materials to outside institutions. Corresponds with UC faculty, staff, and students and with other libraries concerning borrowing and lending questions and problems.
20%	3.	Provides service in the ILL Unit, at the Circulation Desk, and at the Catalog Assistance Desk; charges out library materials, assists patrons with general library questions including those about UCLID, the card catalog, and library building questions.
15%	2.	Hires, schedules, trains, and coordinates the work of the student staff of the ILL Unit. Initiates work assignments. Coordinates the updating and batching of borrowing and lending records using the OCLC ILL Microenhancer and other online and manual systems. Assists in revising and creating interlibrary loan and circulation policies and procedures as appropriate.
5%	4.	Monitors borrowing and lending activities and processes and issues overdue notices to University Libraries' clientele and to borrowing libraries.
5%	5.	Assists on Unit projects and performs other duties as assigned by supervisor.

SUMMARY OF POSITION: LMTA 1 - Prepares and sends ILL requests. Responsible for the receipt and processing of incoming correspondence and photocopies requested from other libraries.

RANK	Percentage of time and frequency of performance	DESCRIPTION OF DUTIES Please list the most significant duties of this position in order of importance
1	50%	Responsible for the receipt and processing of incoming correspondence for the Interlibrary Loan Unit and of photocopies requested from other libraries. Maintains a file of invoices and prepares them for approval and payment. Interacts with the University's CUFS accounting system. Handles problems concerning payments and checks ledgers to verify that proper payment has been made by the General Accounting Office.
2	30%	Requests material from other libraries using ALA ILL request forms, the OCLC ILL Subsystem, and telefax and computer equipment. Responsible for telefax operations of the unit including; sending, receiving, and record keeping.
3	15%	Provides service in the ILL Unit and at the Circulation Desk; charges out library materials, assists patrons with general library questions including UCLID, the card catalog, and library building questions.
4	5%	Searches the library catalog to determine holdings for materials requested through ILL. Assists with filing and processing of materials loaned and borrowed through ILL.
5	5%	Provides functional supervision of student assistants and assists in their training. Performs other related duties as assigned.

Preferred Qualifications: Library public service experience, OCLC, microcomputer, and UCLID experience; good oral and written skills; supervisory experience; able to work a flexible schedule (rotating evening and weekend hours); typing skills.

POSITION CONTROL NO.:

TITLE: LMTA 1

DEPARTMENT:
Circulation Services, ILL Unit

SUPERVISOR: Unit Hd., ILL Unit

SUPERVISORY RESPONSIBILITY:
Functional supervision over 1 - 6 student assistants.

WORK SCHEDULE:
M-F, 8AM - 5PM
Hours subject to change in accordance with department needs. May be required to work some evening and weekend hours on a rotating or emergency basis.

SIGNATURE OF EMPLOYEE:

SIGNATURE OF SUPERVISOR:

SIGNATURE OF PERSONNEL OFFICER:

DATE: April 1990

Form PC-8 - Job Description
Rev. 1-86

COLORADO STATE DEPARTMENT OF PERSONNEL

Libraries	4381
Department or Institution	Position Number

Name of Employee

Current Class Title Library Technician

Location of Work Site: 210 Morgan Library, Interlibrary Loan Dept.

List the major duties of the position including time spent for each. Use sufficient detail to describe the work. DO NOT COPY THE CLASS SPECIFICATION.

% Time Spent Work Performed

This position has primary responsibility for automation management within the Interlibrary Loan (ILL) Department. ILL has become increasingly dependent on a wide variety of automated systems including national bibliographic utilities, OCLC and RLIN; local systems including NOTIS and/or CARL; E-mail access including ONTYME II, DOCLINE, and local campus ethernet connections; facsimile transmission including Group III fax connections and RLG document transmission workstation using Group IV fax capability; dial-up library catalogs accessed via INTERNET; dial-up databases for verification, such as DIALOG and EPIC; and local statistics and file maintenance including ILLRKS and modification of RBase, PC-FIle, and LOTUS. In addition to maintenance, training , and troubleshooting responsibilities for ILL automation activities, this position oversees both the Borrowing Unit and Lending Unit, assisting with bibliographic expertise and coordination of workflow for maximizing staff (including student assistants) throughout the department.

Reporting line: Reports directly to the Interlibrary Loan Librarian.

Supervision: Supervises LAII (Borrowing Unit) and LAII (Lending Unit.) Ensures maintenance of workflow throughout the department to allow consistent service to CSUL patrons while maintaining responsibilities to other libraries.

Back-up duties: Supervision/management of Borrowing and Lending Unit in absence of either LAII unit head.

Duties: (in priority order)

35% Automation management. Includes maintenance, troubleshooting and training responsibilities for all automated systems used in the department. Maintain and update OCLC terminal software and microenhancer software, training staff for each update; maintain ILLRKS files including back-up procedures; modify software as needed for statistics/file maintenance including COLONET requirements, USDA Document Delivery requirements, copyright files, and collection development needs within the libraries. Train new staff, including changing student makeup, on use of computer related hardware and software. Install and troubleshoot computer related hardware and software. Coordinate all fax activity.

30% Assists with problem resolution in both borrowing and lending. Completes verification of very difficult bibliographic data using sophisticated indexes and abstracts and searching on-line data bases. Contacts users/other libraries concerning difficulties/clarification with their requests. Assigns locations for difficult requests and maintains files of unusual locations requiring complex access procedures. Recommend and assist with negotiation of reciprocal agreements for the benefit of CSUL.

15% Patron assistance. Explains to library users how to use Interlibrary Loan, interpreting complex interlibrary loan policies. Gives bibliographic assistance for locating additional information about desired items and advises patrons on how to obtain specialized materials not owned by CSUL.

15% Supervision/training of LAII (Borrowing) and LAII (Lending).

10% Administrative Tasks. Performs a variety of compilation, statistical and record keeping tasks as needed.

Form PC-8 - Job Description
Rev. 1-86

COLORADO STATE DEPARTMENT OF PERSONNEL

Department or Institution: Libraries

Position Number: 6473

Name of Employee: ______________ ______________

Work Telephone Number: ________

Current Class Title: Library Assistant II (Borrowing Unit)

Location of Work Site: 210 Morgan Library, Interlibrary Loan Department
Street Address City or Town

List the major duties of the position including time spent for each. Use sufficient detail to describe the work. DO NOT COPY THE CLASS SPECIFICATION.

% Time Spent | Work Performed

This position is responsible for accomplishment of daily activities necessary to carry out the goals of the Interlibrary Loan Borrowing Unit within the Interlibrary Loan Department. This unit functions to provide materials not available in the University Libraries to members of the university community as efficiently as possible.

Reporting Line: Reports directly to the ILL Library Technician. (Position 4381)

Supervision: Supervises Library Assistant 1A (Borrowing): ensures borrowing workflow continues smoothly with overdues handled in a timely manner and files well maintained to reflect all status changes. Assigns duties as necessary to LA1A to supplement student assistants.

Supervises/trains student assistants to perform the functions of: transmitting requests by RLIN, OCLC, ONTYME II, typing, or FAX; checking CSUL holdings; copyright file maintenance; checking-in material (shared with Library Assistant 1A).

Back-up Duties: Fills in for Library Assistant 1A (Borrowing).
This position is backed up by the ILL Library Technician.

Duties: (in priority order)

35%	Bibliographic verification of borrowing requests using primarily RLIN and OCLC; assigns locations to requests.
20%	Supervision/training of Library 1A (Borrowing) and student assistants. Management of borrowing workflow.
20%	Patron assistance -- How to use ILL; bibliographic assistance/advice; identify area locations; contact patrons for clarification of requests.
15%	Process unfilled requests.
10%	Maintain message files on RLIN, OCLC and ONTYME II. Terminal scheduling. Verify CSUL holdings.

m PC-8 - Job Description
. 1-86

COLORADO STATE DEPARTMENT OF PERSONNEL

CSU Libraries
artment or Institution

5554
Position Numb

e of Employee ______

Work Telephone Number: 1868

rent Class Title Library Assistant IA/B (Borrowing)

ation of Work Site: 210 Morgan Library
Street Address

Fort Collins
City or Town

List the major duties of the position including time spent for each. Use sufficient detail to describe the work. DO NOT COPY THE CLASS SPECIFICATION.

ime Spent

Work Performed

This position performs support functions for the Borrowing Unit of the Interlibrary Loan Department.

Reporting Line: Reports to Library Assistant II, Head of the Borrowing Unit.

Supervision: Shares responsibility for supervision/training of student assistant(s) checking-in materials.

Back-up Duties: Under the direction of the Library Technician, assists wit lending activities in the absence of Library Assistant IB, Lending Supervisor. Fills in for student assistants (borrowing) as necessary. This position is backed up by Library Assistant II, Head of Borrowing. [Responsible after one year in the position.]

During the six month training period the following tasks are introduced (in listed order) and performed.

1st 6-mo.	AFTER	
10%	10%	1) Process mail for the department. This procedure involves: a) Opening incoming mail from UPS, US mail and Courier. b) Sorting mail into lending and borrowing. c) Distributing mail to appropriate staff members.
5%	5%	2) Supply ordering and maintenance. (includes changing ribbons, paper, etc.) Provide necessary secretarial support for the department.

30% 15% 3) Check-in loans and photocopies requested for CSUL Patrons. This includes:

- a) Pulling appropriate paperwork from the pending file.
- b) Assuring proper item has been received - i.e. correct edition, all pages of an article.
- c) Updating manual records with supplying library information and appropriate due dates.
- d) Handling paperwork as necessary - arrange for updating on terminal files, book papers to received file, photocopy papers to copyright file.

15% 15% 4) Notify and distribute materials to patrons. This includes:

- a) Completing postcard end of the card with item and date due information.
- b) Taking special note of tight due dates and calling the patron in addition to mail notification.
- c) Handling ESBL and ATSL materials for subdistribution at those site
- d) Distributing material to patrons, being sure they sign the "cardle pick-up sheet" as appropriate.
- e) Noting loan items on the shelf which have not been picked up close to the due date and calling the patron.
- f) Removing material not retrieved by the due date, making a record o it, and returning to the lending library.
- g) Covering the office (Room 210) and/or arranging for backup during regular business hours.

5% 5% 5) Handle "Unfills" by matching paperwork from the pending file for RLIN, OCLC, and mail items.

10% 5% 6) Return loans to the supplying library. This includes:

- a) Pulling appropriate papers from received files.
- b) Updating manual files and arranging papers for terminal updating.
- c) Preparing mailing labels as necessary and returning by appropriate means (UPS, mail or courier).

15% 15% 7) Updating terminal borrowing records on OCLC, RLIN, and ILLRKS to indicate appropriate status - received, returned, etc. - for both photocopying and loans. Learning appropriate updating procedures will progress from OCLC, to RLIN, to ILLRKS. On each system loans will be introduced before photocopy.

5% 2.5% 8) Handle renewal requests. This includes:

- a) Initiating renewal requests by RLIN, OCLC or mail as appropriate.
- b) Notifying patron of new due date or need to return material.

5% 2.5% 9) Handle Overdues; Recalls. This includes:

- a) Reviewing Received File on a regular basis for overdue materials; ILLRKS' features are utilized to assist in this process.
- b) Notifying patrons by telephone and making necessary follow-up efforts to allow prompt return of materials for overdues and recalls.

It is expected that the above procedures will be mastered during the first six months in the position and can then be carried out with minimal supervisio After six months, the following duties will be added to responsibilities:

5% 1) Handle invoices for charges from other libraries. This Includes:

- a) Matching appropriate paperwork and verifying receipt of material.
- b) Maintaining records of invoices sent to accounting for payment on the microcomputer using PC-file. Invoices are processed on a bi-weekly basis.
- c) Handling follow-ups and overdue payment notices promptly, clearly identifying duplicate invoices.

2) Compile COLONET statistics on a monthly basis following current requirements of the Colorado State Library for reporting procedures.

15% 3) Train and supervise students who have been assigned to assist at checking in materials and returning books.

5% 4) Handle status checks and problem solving. This includes:

- a) Identifying status of specific requests in response to patron inquiries.
- b) Tracking books/articles with no names, cards, etc.

Form PC-8 - Job Description
Rev. 3-80

COLORADO STATE DEPARTMENT OF PERSONNEL

Department or Institution ______ Position Number 1559
Name of Employee ______ Work Telephone Number: 1868
Current Class Title Library Assistant II (Lending)
Location of Work Site: Interlibrary Loan Department 210 Morgan Library
Street Address City or Town

List the major duties of the position including time spent for each. Use sufficient detail to describe the work. DO NOT COPY THE CLASS SPECIFICATION.

% Time Spent Work Performed

The Library Assistant II, Lending Supervisor, carries out activities designed to achieve the goal of providing requested materials to other libraries in Colorado and elsewhere as quickly and inexpensively as possible. The Library Assistant II reports to the Interlibrary Loan Librarian and supervises one Library Assistant I and several student assistants. The Library Assistant II is responsible for receiving and processing, according to established deadlines, approximately 30,885 ~~20,000~~ requests for library materials each year; hiring training, supervisiong, a evaluation of a Library Assistant I and student assistants; and problem solving for lending requests.

60% Service Interlibrary Loan Requests Received from Other Libraries. Duties include:
1) Receives requests by mail, courier, OnTyme II, OCLC and RLIN
2) Searches interlibrary loan requests in the card catalog and Serials Book Cat
3) Identifies location of materials and sorts requests accordingly
4) Retrieves material
5) Checks out material
6) Prepares forms and material fro sending by mail, courier or UPS
7) Checks photocopied material
8) Returns rejected requests with reason for not filling
9) Files completed requests and maintains loan records
10) Checks on overdue notices and follows up with necessary action
11) Prepares monthly and annual statistics of interlibrary lending
12) Renews interlibrary loan books as necessary
13) Manages OnTyme II, OCLC, and RLIN lending communications activities
14) Manages courier operations.
15) Manage FAX lending Operation

25% Supervision responsibilities include:
1) Interview Library Assistant I (Lending) and Student lending assistantes
2) Trains by explaining interlibrary loan policies and procedures relating to material sent out to other libraries and shows Library Assistant I (Lending) and students how to do these procedures
3) Supervises and helps Library Assistant I (Lending) and students with proble requests
4) Evaluates Library Assistant I (Lending) and student assistants' performance

15% Handle Lending Problems. Responsibilities include:

5% 2.5% 9) Handle Overdues; Recalls. This includes:

- a) Reviewing Received File on a regular basis for overdue materials; ILLRKS' features are utilized to assist in this process.
- b) Notifying patrons by telephone and making necessary follow-up efforts to allow prompt return of materials for overdues and recalls.

It is expected that the above procedures will be mastered during the first six months in the position and can then be carried out with minimal supervisio After six months, the following duties will be added to responsibilities:

5% 1) Handle invoices for charges from other libraries. This Includes:

- a) Matching appropriate paperwork and verifying receipt of material.
- b) Maintaining records of invoices sent to accounting for payment on the microcomputer using PC-file. Invoices are processed on a bi-weekly basis.
- c) Handling follow-ups and overdue payment notices promptly, clearly identifying duplicate invoices.

2) Compile COLONET statistics on a monthly basis following current requirements of the Colorado State Library for reporting procedures.

15% 3) Train and supervise students who have been assigned to assist at checking in materials and returning books.

5% 4) Handle status checks and problem solving. This includes:

- a) Identifying status of specific requests in response to patron inquiries.
- b) Tracking books/articles with no names, cards, etc.

Form PC-8 - Job Description
Rev. 3-80

COLORADO STATE DEPARTMENT OF PERSONNEL

Department or Institution: Libraries
Position Numb: 6567
Name of Employee:
Work Telephone Number: 1868
Current Class Title: Library Assistant 1A/B (Lending)
Location of Work Site: Interlibrary Loan Department
Street Address
City or Town

List the major duties of the position including time spent for each. Use sufficient detail to describe the work. DO NOT COPY THE CLASS SPECIFICATION.

% Time Spent — Work Performed

The Library Assistant IA/B (Lending) reports to the Lending Supervisor and performs supportive activities designed to achieve the libraries goal of providing library materials requested from CSUL to other libraries as quickly and efficiently as possible. This position backs up the Lending Supervisor in her absence.

JOB DUTIES

% 1st Six Months	% Thereafter	
35%	25%	Search for call numbers/locations for items requested by other libraries from CSUL. This involves checking SBC, Card Catalog and other files as necessary - ie. Storage lists, Gov. Doc/Tech Report files, etc. Assist with retrieval of material as needed.
35%	25%	Process photocopy material, preparing necessary paperwork and accepting responsibility for timely delivery and pick-up of material from the photoduplication area. Prepare necessary mailing labels.
25%	20%	Gather incoming requests from OCLC, RLIN, ONTYME, Courier, and mail. Date all incoming requests an stamp with appropriate information. Organize incoming requests in priority and/or call number order.
5%	5%	Assist Borrowing patrons who have come to pick-up material as needed.

The above duties are performed under close supervision during the first six months. Thereafter, it is expected that these duties will be carried out with minimal supervision. In addition, the following responsibilities will be added:

% 1st Six Months	% Thereafter	
	10%	Assist with problem requests, contacting other members of the campus community as appropriate to locate requested items.
	15%	Manage USDA Document Delivery Service, servicing all requests, preparing statistics, and handling inquiries from field personnel.

Form PC-8 - Job Description
Rev. 1-86

COLORADO STATE DEPARTMENT OF PERSONNEL

Department or Institution: Libraries
Position Numbe: 4116

Name of Employee ______ Work Telephone Number: 491-1868

Current Class Title: Library Assistant I A/B

Location of Work Site: Interlibrary Loan Department (Street Address) Fort Collins, CO 80523 (City or Town)

List the major duties of the position including time spent for each. Use sufficient detail to describe the work. DO NOT COPY THE CLASS SPECIFICATION.

% Time Spent	Work Performed
	Library Assistant I A/B
100%	The Library Assistant I A/B reports to the Library Technician and provides supportive activities for both the Borrowing Unit and Lending Unit of the Interlibrary Loan Department. This position is trained in the basic functions of both Borrowing and Lending and is expected to "float" as needed between the two units. The job demands a high degree of flexibility as well as the ability to work well with constant interruptions. Up to six hours per day will be spent at terminals, including OCLC, RLIN, CARL, and various microcomputers handling ILL functions such as ILLRKS, DTW and E-Mail activities.

Percentage of time spent on duties will vary on a daily basis.

Lending - Loans to other libraries
Lending - OCLC/RLIN "completes and removes"
Borrowing - searching/sending on OCLC
Borrowing - patron assistance
Borrowing - Recalls, Overdues
Handle supplies
Retrieve mail daily; assist borrowing processing

JOB FACT SHEET
UNIVERSITY OF GUELPH

1. POSITION IDENTIFICATION

Date:	91 / 02 / 19
Department:	090
Position Number:	143
Department Name:	Interlibrary Services
College or Directorate:	the Library
Employee Name:	Marlene Robertson
Position Title:	Library Assistant II
Immediate Supervisor:	Linda Saunders
Position Title:	Supervisor, Collection Maintenance
Room/Bldg. Locations:	Library
Employee Group/Bargaining Unit:	University of Guelph Staff Association

Approval Signatures

Marlene Robertson
(Employee)

Linda Saunders
(Immediate Supervisor)

P. Hoch
(Chair or Department Head)

(Dean or Director)

Date Received in Personnel:

Date Position Evaluated:

2. JOB DESCRIPTION

Activity A: Sending/Receiving/Monitoring Interlibrary Loan Requests (60%)

- Complete responsibility for sending and receiving Interlibrary Loan requests via electronic mail (e.g., CoSY, Envoy, ALANET, Can/Doc) to provincial, national and international academic and research libraries; uses a PC-based program and telecommunications software (over 6000 sent and 3850 received per year); types approx. 600 requests per year.
- Monitors trends of lending institutions and communicates changes or problems to supervisor, e.g., response time in filling requests, changes in service, etc.
- Communicates to user when request exceeds the University of Guelph copyright policy.
- Interprets the lending policies of external libraries to ensure prompt and least expensive receipt of materials for University of Guelph borrowers.
- Maintains accurate files for current and completed requests and balances numbers of requests sent to various locations..
- Redirects unfilled requests and initiates cancellations; involves searching of archival requests, editing, selection of script and attention to date and cost information.
- Initiates followup for overdue or lost requests/material.
- Processes renewal requests, decides on extension for items requested by mail, updates manual files, may involve communication with borrower.
- Interprets a variety of policies regarding levels of service and rates of billing.
- Send special requests via FAX or courier.

Activity B: Processing Interlibrary Loan Requests (30%)

Incoming Requests

- Receives and processes books from lending institutions for borrower pickup; notes due dates and restrictions, e.g., no renewals.
- Receives and processes photocopies for borrower pickup or mailing to department; assigns charges using an established policy; prepares billings for material to be picked up.

Outgoing Requests

- Distributes requests to Collection Maintenance or Veterinary Science section staff for retrieval, photocopying and copyright checking.
- Keeps track of circulating materials using the on-line circulation system.
- Assigns charges for photocopied materials using established policies and guidelines.

Activity C: Invoicing/Statistics/Other (5%)

- Semi-annually or annually produces invoices for borrowing libraries using a PC-based billing program; forwards these to the Library Business Office (includes maintenance of address, accounting information).
- Sends invoices directly to requestors whose transactions total less than $25.00.
- Verifies incoming payments and forwards these to the Library Business Office.
- Authorizes payment of invoices received by Library Business Office.
- Compiles monthly, semi-annual and annual statistics for the OCUL project.
- Using a report generator program, produces regular statistical reports for collection management librarians and Division Heads.
- Responds to telephone queries regarding policies, charges, etc.
- Instructs backup on procedures and status of current Interlibrary Loan/Requests/problems, etc.
- Assists in preparation and maintenance of Interlibrary Loan Procedures Manual.
- Other duties as assigned.

Activity D: N/A

Activity E: N/A

3. EDUCATION AND SPECIFIC TRAINING

(a) What should be the minimum schooling or formal training for a new person being hired into this job?

Elementary School (up to grade 8)
Partial Secondary School (up to grade 10)
X Secondary School
Community College 1 yr 2yr 3 yr
Undergraduate Degree
Master's Degree
Ph.D.
Other

(b) **Is any Provincial or other vocational or professional certification or degree required? (e.g. Registered nurse, P.Eng., AHT., C.A., ticketed journeyman, etc.)**

Mandatory
Preferred

Please Specify

(c) **What special skills or training are needed to perform job or operate equipment? (e.g. word processing, computer programming, CPR, etc.)**

Competent, accurate typing (45-50 wpm); experience with telecommunication networks (ROLMNET, DATAPAC, etc.) telecommunication software; electronic mail services (Envoy, Can/Doc, CoSY, etc.) and their command languages; microcomputers, including operating systems (PC/MS DOS) software (telecommunications, word processing, ILL specific) file maintenance (back-up and restore procedures).

(d) **Specify what equipment you operate on the job (e.g. floor polisher, photocopier, microscope, etc.)**

Video display terminal; paper cutter; electric typewriter; microcomputer, photocopier, microfilm copier; microfiche reader printer, FAX machine.

4. RELEVANT EXPERIENCE

(a) **How much concentrated, "on-the-job" learning time would you estimate should be required for a new person with education as in #3 to achieve competence on this job? (Experience may be gained on this and/or other jobs.)**

1 to 2 months.

(b) **Please elaborate on what type of experience must be obtained.**

Specific Interlibrary Loan computer program; various electronic mail system protocols; sending and receiving ILL; invoice, billing and accounting program; filing; compiling online searching of items requested for Interlibrary Loan from bibliographic databases; billing and accounting procedures (within University and for outside requests); knowledge of procedures in areas of the Library which interface with the Interlibrary Loan section (Collection Maintenance, subject divisions).

5. INITIATIVE (INDEPENDENCE OF ACTION)

(a) **List 3 decisions you make or duties you perform without subsequent checks or reference to a supervisor.**

1. When and where to send requests.
2. Renewals -- guidance to user.
3. Cancellations -- guidance to user.

(b) **List 3 decisions on which you seek consultation with, or approval from a supervisor.**

1. Thesis requests.
2. Problem or delinquent ILL patrons (i.e., patron refusing to pay a bill because of delay in receiving material).
3. Hardware/software problems or errors.

(c) **What guidelines, procedures, manuals, etc. are available to guide your decision-making and actions?**

University of Guelph Library Policies & Procedures; Public Service Procedures Manual; Policies from other Libraries; Bibliographic searching tools, publishers' directories, cooperative union serials list for Ontario Libraries, etc., Ontario Council of Universities Directory, Union Lists, Electronic memos from other institutions; Directory of Interlibrary Loan Policies & Photocopy Services in Canadian Libraries; telephone directories.

(d) **State any financial responsibilities (and amounts) your job involves e.g. budget, sales, revenues, ordering of supplies.**

Cheques received for payment ($3.00 - $500.00). Approx. 300-400 per year.

6. IMPACT OF ERRORS

Describe examples of typical major errors that could reasonably occur in your major activities listed in #2, even with due care. Indicate the worst consequence e.g. waste, delays, time lost, money lost, injury, damage, effect on people.

- An incorrect decision as to which library should receive the request could result in delayed receipt of material by the patron who could be working to a deadline; unnecessary charges to the University or excessive charges to the patron; and bad relations with external libraries.
- Inattention to details (i.e., date, amount willing to pay) on Interlibrary request forms could lead to unnecessary charges to the University. Incorrect billing, inadequate follow-up of requests received and books to be returned could result in bad public relations with external libraries, thereby jeopardizing our borrowing privileges.
- Telecommunications problems resulting in delays in sending requests.

7. WORKING WITH OTHERS (Excluding those supervised - See 9)

With whom are you required to work in doing your job? Use titles. Indicate purpose of contact (e.g. counselling, providing or seeking information, conflict resolution, consultation). Indicate the frequency as daily (D), weekly (W), monthly (M), quarterly (Q), annually (A)

Within Organization (e.g. staff, faculty, students)

Title of People Contacted	How Often	Purpose	How
Library staff -- all levels	D	Providing/seeking information	Oral
Faculty	D	As above	Oral and Written
Students	D	As above	Oral and Written

Outside Organizations (e.g. visitors, suppliers, government officials, other universities, parents, general public)

Title of People Contaced	How Often	Purpose	How
Other universities	D	Questions regarding Interlibrary Loan cancellations, loan policies, levels of service, billing, costs	Oral and Written
General public	W	As above	Oral

8. SUPERVISION OR DIRECTION EXERCISED

Indicate the type of supervision you exercise, if applicable. List what jobs or groups of staff you supervise.

A)		**Assign and check work of others doing work similar to yours.**	
B)		**Provide technical or functional guidance to other staff, graduate students**	
C)		**Supervise a work group; assign work to be done, methods to be used, and take responsibility for all the work group.**	
D)		**Manage the work, practices and procedures of a unit. Responsible for appraisal, discipline, hiring and replacement of personnel.**	
E)	X	**Other (specify)**	Cross training of LA2 CCM in back-up responsibilities

9. EMPLOYEES SUPERVISED

Enter in appropriate box the total actual number of staff for whose work you are fully accountable. (Complete this section only if 8c) and 8d) are also completed).

Full-time Employees

1-3	4-10	11-20	21-30	31-60	61-150	151 plus

Part-time Employees

1-3	4-10	11-20	21-30	31-60	61-150	151 plus

Full-time Equivalent N/A

Combined Total N/A

10. PHYSICAL, MENTAL AND VISUAL DEMANDS

Indicate the proportion of your workday that you are involved with these conditions. (This does not need to add up to 100%).

Demands			Duration		
			Occasional (up to 30%)	Frequent (up to 80%)	Constant (over 80%)
Minimal exertion — a variety of sitting, standing, walking					X
Moderate exertion — some climbing, extensive walking					
Heavy exertion — constant standing and/or walking					
Lifting Weight Range:					
	☐	under 10 lbs.			
	X	10-20 lbs.	X		
	☐	20-40 lbs.			
	☐	40-60 lbs.			
	☐	over 60 lbs.			
Heavy physical effort (other than lifting) Specify: Pushing book trucks			X		
Intense visual concentration Specify: Exposure to vdt's; written forms; filing					X
Intense listening concentration Specify: Verifying/providing information verbally			X		
Intense mental concentration Specify: Interpreting electronic mail messages, verifying information on ILL forms				X	
Other Specify: Sitting at PC for long periods. Contact with unpleasant users.			X X		

11. WORKING CONDITIONS

(a) **Explain any unpleasant aspects directly related to your job, e.g. heat, cold, odours, noise, outside work in adverse conditions, infection, and other dangers and hazards.**

Minor disadvantages - Handling dirty, dusty books, documents -- allergic reactions
Major unpleasant aspects - N/A

(b) **What is your scheduled work week?** - 5 days per week (8:00 am - 4:00 pm)
What, if any, shift work do you have? - N/A
Other unusual hours? On call? - N/A

(c) **Overnight travel: % time away?** - N/A
Driving vehicle during work: % time? - N/A

UNIVERSITY OF HOUSTON LIBRARIES

POSITION DESCRIPTION

TITLE:	Library Technician
CLASSIFICATION:	O & C 7
POSITION:	1-1-39269-005
DEPARTMENT:	Access Services
REPORTS TO:	Coordinator of Interlibrary Loan
INCUMBENT:	

GENERAL FUNCTION

Responsible for efficient operation of the borrowing, lending, and public service desk function of the Interlibrary Loan Service of the University of Houston Libraries.

DUTIES

1. Supervises, trains and evaluates 4.5 FTE O&C staff, plus 4-5 FTE student employees. Assigns duties. Teaches staff to use OCLC, Geac and SAVIT computer programs. (50%)
2. Identifies operations in the Interlibrary Loan Service which require improvement, makes recommendations of new procedures, and implements changes approved by Coordinator of Interlibrary Loan. (5%)
3. Resolves service problems involving client concerns, courier service, and postal claims. (15%)
4. Verification of bibliographic citations, producing and editing of ILL requests via the OCLC database or manually. (12%)
5. Maintains all departmental statistics, both manually compiled and those compiled using computer software. (10%)
6. Maintains schedules for the service desk and other points that must be manned at particular hours. (2%)
7. Resolves error reports in OCLC and SAVIT software. (3%)
8. Related duties as assigned. (3%)

SUPERVISION

Received: Works under the supervision of the Coordinator of Interlibrary Loan.
Given: Supervises 4.5 FTE O&C staff and 4-5 FTE student employees.

MINIMUM QUALIFICATIONS

Education/Experience: High school diploma or equivalent; two years of college and two years of relevant work experience; or an equivalent combination of education and experience required.

Skills/Abilities: Experience using a computer terminal keyboard desirable. If candidate has no experience with a computer terminal, typing skill (30 wpm, 5 or fewer errors) required. Strong service orientation and proven ability to deal with the public required. Good verbal and written communication skills. Supervisory experience preferred.

APPROVED

Supervisor	Assistant Director
Department Head	Director of Libraries

Revised: 11/89

UNIVERSITY OF HOUSTON LIBRARIES

POSITION DESCRIPTION
TITLE: SR Library ~~Assistant~~ Clerk
CLASSIFICATION: O&C 4 (0.5 FTE Temporary)
POSITION: 1-1-39239-012
DEPARTMENT: Access Services
REPORTS TO: Coordinator of Access Services
INCUMBENT:

GENERAL FUNCTION

Responsible for assisting in the efficient operation of the Interlibrary Loan Service of the University of Houston Libraries.

DUTIES

1. Process all incoming and outgoing borrowing materials. (50%)
2. Transmit and respond to borrowing requests utilizing the OCLC online automated database. (25%)
3. Type ALA Interlibrary Loan request forms. (10%)
4. Assist in maintaining the internal ILL files. (11%)
5. Perform other duties as assigned. (4%)

SUPERVISION

Received: Works under the direct supervision of the ILL Coordinator of Access Services.
Given: None.

MINIMUM QUALIFICATIONS

Education/Experience: High school diploma or equivalent; one year of college ~~and~~ or one year of relevant work experience; or an equivalent combination of education and experience required. Previous experience in using a computer terminal required.

Skills/Abilities: English language proficiency and computing skills a must.

APPROVED

Supervisor	Assistant Director
Department Head	Director of Libraries

Revised: 8/88

EST COPY AVAILABLE

UNIVERSITY OF HOUSTON LIBRARIES

POSITION DESCRIPTION

TITLE:	**Library Assistant**
CLASSIFICATION:	**NE 5**
POSITION:	1- 1 - 39239 - 017 (.5 FTE)
DEPARTMENT:	**Access Services**
REPORTS TO:	**Library Technician, Interlibrary Loan Services**
INCUMBENT:	

GENERAL FUNCTION

Responsible for assisting in the efficient operation of the Access Services of the University of Houston Libraries.

DUTIES

1. Verifies and sends Interlibrary Loan requests via OCLC computer network. (38%)
2. Processes incoming interlibrary loan requests, checking online library catalog, OCLC database, UH Serials List, and shelves, as directed. (35%)
3. Serves as receptionist in ILL office, answering telephone and assisting patrons with their ILL requests. (10%)
4. Assists patrons with equipment and library materials in Current Journals, Microfilm and Media. (5%)
5. Assists in filling search requests submitted to the Circulation Desk. (5%)
6. Assists in filling faculty photocopy requests submitted to the CJMM Desk. (5%)
7. Performs other duties as assigned. (2%)

SUPERVISION

Received:	Works under the direct supervision of the Library Technician in Interlibrary Loan, or under supervisors in CJMM or Circulation, depending upon current assignment.
Given:	No direct supervision, but provides direction to student assistants.

MINIMUM QUALIFICATIONS

Education/Experience:	High school diploma or equivalent; one year of college or one year of relevant work experience; or an equivalent combination of education and experience required.
Skills/Abilities:	Must be able to follow instructions. Strong service orientation and proven ability to deal with the public required. Good verbal communication skills. Ability to work with detail. Experience using a computer terminal desirable. Must be able to work flexible shifts occassionally.

UNIVERSITY OF HOUSTON LIBRARIES

POSITION DESCRIPTION

TITLE:	Senior Library Assistant
CLASSIFICATION:	NE 6
POSITION:	1-1-39269-003
DEPARTMENT:	Access Services
REPORTS TO:	Library Technician, Interlibrary Loan
INCUMBENT:	

GENERAL FUNCTION

Responsible for efficient and thorough verification of bibliographic citations and sending of Interlibrary Loan requests. Responsible for assisting in public service desk functions of the Interlibrary Loan Service of University of Houston Libraries.

DUTIES

1. Verification of bibiliographic citations and sending of ILL requests via OCLC telecommunications network. Monitors records of transactions to determine those that do not fall within copyright compliance guidelines. (70%)
2. Answers questions of Interlibrary Loan users concerning lending and borrowing policies and status of requests. Consults with faculty and students in order to clarify their requests and advise them of selections available. (10%)
3. Searches other databases to verify citations and sends requests to appropriate institutions either manually or via telecommunications network. (5%)
4. In the absence of the supervisor, assigns duties to staff and to student assistants. (5%)
5. Makes decisions to refer difficult bibliographic searches to the Coordiantor of ILL. (2%)
6. Orders special items from fee-based document delivery services. (2%)
7. Assists in maintaining records, keeping statistics, and preparing reports on Interlibrary Loan activities. (2%)
8. Performs other duties as assigned. (4%)

SUPERVISION

Received: Works under the direction of the Coordinator of Interlibrary Loan in doing bibliographic verifications, and under the direct supervision of the Library Technician of ILL.

Given: Supervises staff in the absence of Library Technician.

MINIUMUM QUALIFICATIONS

Education/Experience: High school diploma or equivalent; one year of college or one year of relevant work experience; or an equivalent combination of education and experience.

Skills/Abilities: Experience using a computer terminal keyboard desirable. If candidate has no experience with a computer terminal, typing skill (30 words per minute, 5 or fewer errors) required. Strong service orientation and proven ability to deal with the public required. Ability to work with details.

APPROVED

Supervisor	Assistant Director
Department Head	Director of Libraries

Revised: 9/23/91

UNIVERSITY OF HOUSTON LIBRARIES

POSITION DESCRIPTION

TITLE:	Library Assistant
CLASSIFICATION:	O & C 5
POSITION:	1-1-39269-014
DEPARTMENT:	Access Services
REPORTS TO:	Coordinator of Access Services
INCUMBENT:	

GENERAL FUNCTION

Responsible for assisting in the efficient operation of the Interlibrary Loan Service of the University of Houston Libraries.

DUTIES

1. Bibliographic verification, producing, and editing of ILL requests via the OCLC database or other means. (40%)
2. Searching of the University of Houston holdings, such as Public Catalog and Serials List to determine material location and retrieve from stacks for ILL requests and faculty photocopy service. (40%)
3. Processes and distributes incoming interlibrary loan mail. (5%)
4. Assists in maintaining records of ILL transactions, including filing, retrieving and updating. (4%)
5. Aids in the preparation of monthly and annual statistics. (3%)
6. Types reports, memos, correspondence, etc. (3%)
7. Answers questions of ILL users concerning lending and borrowing policies and procedures. (4%)
8. Performs related duties as assigned. (1%)

SUPERVISION

Received: Works under the direct supervision of the Coordinator of Access Services.

Given: No direct supervision but provides direction to student assistants.

MINIMUM QUALIFICATIONS

Education/Experience: High school diploma or equivalent; one year of college and one year of relevant work experience; or an equivalent combination of education and experience required.

(1-1-39269-014 cont.)

Skills/Abilities: Ability to type minimum of 30 wpm with 5 or fewer errors; good communication skills. Ability to interact favorably with members of the Access Services team and the public. Computer skills a must.

APPROVED

Supervisor

Assistant Director

Department Head

Director of Libraries

Revised: 3/88

UNIVERSITY OF HOUSTON LIBRARIES

POSITION DESCRIPTION

TITLE:	Library Assistant
CLASSIFICATION:	O & C 5
POSITION:	1-1-39289-013
DEPARTMENT:	Access Services
REPORTS TO:	Senior Library Assistant/Lending
INCUMBENT:	

GENERAL FUNCTION

Responsible for assisting in the efficient operation of the Interlibrary Loan Service of the University of Houston Libraries.

DUTIES

1. Processes incoming interlibrary loan requests, checking online library catalog, OCLC database, UH Serials List, and shelves, as directed. (40%)
2. Bibliographic verification and sending of ILL requests via OCLC computer network. (20%)
3. Prepares material to be mailed or transported. (10%)
4. Charges out all outgoing books and receives materials returned by other libraries, records transactions and discharges items. (10%)
5. Serves as receptionist in ILL Office, answering telephone and assisting patrons with their ILL requests. (10%)
6. Assists in keeping statistics, maintaining records and preparing reports, as assigned. (9%)
7. Performs other duties as assigned. (1%)

SUPERVISION

Received: Works under the direct supervision of the Senior Library Assistant in charge of lending functions.

Given: No direct supervision, but provides direction to student assistants.

MINIMUM QUALIFICATIONS

Education/Experience: High school diploma or equivalent; one year of college and one year relevant work experience; or an equivalent combination of education and experience required.

Skills/Abilities: Must be able to follow instructions. Strong service orientation and proven ability to deal with the public required. Good verbal communication skills. Ability to work with detail. Experience using a computer terminal desirable.

APPROVED

Supervisor

Assistant Director

Department Head

Director of Libraries

Revised: 6/89

UNIVERSITY OF HOUSTON LIBRARIES

POSITION DESCRIPTION

TITLE: Library Assistant
CLASSIFICATION: NE 5
POSITION: 1-1-39369-004
DEPARTMENT: Access Services
REPORTS TO: Library Technician, Interlibrary Loan
INCUMBENT:

GENERAL FUNCTION

Responsible for assisting in the efficient and thorough verification of bibliographic citations and sending of Interlibrary Loan requests. Responsible for assisting in public service desk functions of the Interlibrary Loan Service of University of Houston Libraries.

DUTIES

1. Verification of bibliographic citations and sending of ILL requests via OCLC telecommunications network. Monitors records of transactions to determine those that do not fall within copyright compliance guidelines. (60%)
2. Processes incoming Interlibrary Loan requests, checking online library catalog, OCLC database, UH Serials List, and shelves, as directed. (10%)
3. Serves as receptionist in ILL office, answering telephone and assisting patrons with their ILL requests. (10%)
4. Assists in maintaining records, keeping statistics, and preparing reports on Interlibrary Loan activities. (5%)
5. Assists in circulation and overdue functions of both lending and borrowing transactions. (10%)
6. Performs other duties as assigned. (5%)

SUPERVISION

Received: Works under the direction of the Library Technician.
Given: No direct supervision, but provides direction to student assistants.

MINIMUM QUALIFICATIONS

Education/Experience: High school diploma or equivalent; one year of college or one year of relevant work experience; or an equivalent combination of education and experience.

Skills/Abilities: Must be able to follow instructions. Strong services orientation and ability to deal with the public required. Good verbal communication skills. Ability to work with detail. Experience using a computer terminal desirable.

APPROVED

Supervisor	Assistant Director
Department Head	Director of Libraries

Revised: 9/23/91

Kent State University

POSITION DESCRIPTION

Office Manager -- ILL

Library Assistant

Department: Periodical Information and Access Services
Division: Interlibrary Loan, Room 222
Immediate supervisor: Jeanne M. Langendorfer, Head, Periodical Information and Access Services

A. Duties and Responsibilities

Public service: 20%

I answer the phone, and route calls when necessary. This includes answering patrons' inquiries and solving problems with other ILL offices across the country.

I assist patrons by answering their questions, facilitating problem-solving, and helping them complete forms.

Records Management: 40%

I manage overdues for books and photocopies (Borrowing) by corresponding with and calling our patrons, and contacting other ILL offices to resolve problems.

I manage two database programs. I update fields in the database and type mail requests. I generate invoices and reports (such as Copyright Compliance lists and collection development reports), and print ALA mail requests and statistics.

I manage paper files for active and inactive borrowing and lending requests.

Other: 40%

I receive, process, and mail approximately 75 photocopies per day to our patrons.

I operate the telefacsimile machine for ILL. This includes sending and receiving approximately 300 items/month. I interact with patrons and other Library and University departments to send and receive mail, and contact fax recipients. I compile telefacsimile statistics for accounting purposes.

A. Duties and Responsibilities (cont.)

I search OCLC to answer patrons´ questions. Occasionally, I update request status and search and input requests.

I sort outgoing mail and open, sort, and distribute incoming mail.

I receive payments and balance cash box.

I order and receive supplies for interlibrary loan.

I fill-in for others in Periodical Information and Access Services when necessary.

B. Complexity

The most complex part of this job is balancing the varied tasks to be done with phone and in-person service. The worker must constantly judge tasks to be done at a given time and intitiate the task. Since there are many files to maintain, and varied tasks, the work must be kept well-organized.

C. Supervisory Responsibility: Students

D. Contacts:

1. University students, faculty and staff.
2. Other business, hospital and institution libraries´ interlibrary loan staff.

E. Work schedule: M - F, 8am - 12am, 1pm - 5pm.

F. Unusual Physical Requirements/Working Conditions of the Position: None

G. Skill/Abilities:

Ability to organize work flow.
Ability to balance numerous job tasks with public service tasks.
Ability to work well with people in a public service environment.
Ability to initiate job-related tasks.
Ability to use a microcomputer.
Ability to maintain and manipulate database programs.

H. Equipment operated: microcomputer, NOTIS terminal, OCLC terminal, photocopier, printer, telefacsimile machine.

Kent State University

POSITION DESCRIPTION

ILL -- Lending Coordinator

Classification: LMTA 1

Section I

Department: Periodical Information and Access Services
Division: Interlibrary Loan Office, Room 222
Immediate Supervisor: Jeanne M. Langendorfer, Head, Periodical Information and Access Services

A. Duties and Responsibilities:

8% I receive requests for photocopies and loan of materials through the OCLC ILL subsystem, telefacsimile machine and mail.

15% I group the requests for processing on the basis of what is requested and by whom. I keep statistics for the following categories: KSU Regional Campus Libraries, other colleges and universities, hospitals, businesses and commercial enterprises, as well as for the way ILL requests are received: FAX, mail, and OCLC.

22% I manage the flow of work:

- (a) I determine the order for processing requests by an ongoing evaluation of the current work situation (time and staffing) and the priority of the requests;
- (b) I integrate continuous receipt of requests into the days' work;
- (c) I assign the work to students and supervise their
    - (1) retrieving of books and journals
    - (2) photocopying of material
    - (3) preparing and packing of books for mailing;
- (d) I solve problems that students find as they look for material.

0-50% I process lending requests myself when short of students.

8% I charge out books on NOTIS, including making patron records and item records.

15% I input and use information in SAVEIT (an interlibrary loan statistics database). Pending records from OCLC are uploaded and converted to the in-process file. I access OCLC records (borrowing, lending) to answer questions and for statistics. I create mail requests, print them, and access them to answer questions and for statistics.

8% I send messages to other libraries, using the OCLC ILL Subsystem, to answer their requests, to renew books borrowed, and to check the status of material. Also, at the end of each day, I type into the Microenhancer the ILL numbers of all the requests we have answered that day.

7% I communicate with and maintain effective working relations with other library departments, branch libraries, and interlibrary loan offices to clarify requests, solve problems, and exchange information on policies and individual transactions. I develop reciprocity agreements with other libraries.

7% I follow established procedures in determining if an item is to be lent or photocopied, when exceptions to lending policies can be made, in determining how an item will be delivered (courier, mail, UPS, Federal Express, telefacsimile, etc.), and suggest policy changes.

0-15% I print out several reports: 1) collection development librarian's list, 2) monthly statistics for borrowing and lending, 3) a statistics profile of any borrower or lender for any time period; 4) or a statistics profile of any group (NEOMARL, reciprocals, etc.). I archive statistics gathered during each month on storage disks.

0-15% I answer the phone and the telefacsimile, and assist patrons who come into the Office.

B. Complexity:

This job requires considerable experience and knowledge with OCLC ILL subsystem; employee independently interprets, adapts or verifies highly complex records, data and/or policies.

C. Supervisory Responsibility: Yes -- Lib. Asst.

D. Contacts:
   1. Internal Contacts:
      a. Library Departments: Acquisitions, Reference
      b. Faculty, students, staff.

   2. External Contacts:
      a. Other libraries and lending agencies.

E. Working hours: M - F, 8:00am - 12:00am, 1:00am - 5:00pm.

BEST COPY AVAILABLE

Kent State University

POSITION DESCRIPTION

Borrowing Coordinator -- ILL

Library Associate II

Section I
Department: Periodical Information and Access Services
Division: Interlibrary Loan Office, Room 222
Immediate Supervisor: Jeanne M. Langendorfer, Head, Periodical Information and Access Services

A. Duties and Responsibilities:

1. I process ILL requests for KSU patrons by
   a. receiving rquests each morning;
   b. counting and recording numbers of requests for loans of material and for photocopies of articles or excerpts from books or periodicals, and recording the number of requests already searched;
   c. searching each requests on OCLC to find the bibliographic record(s) which identify it, and then to find the list of libraries which own the material;
   d. choosing 5 libraries from which to borrow; and
   e. writing the OCLC number and the 3-letter symbols for each holding library on the request form.

2. I advise patrons if
   a. KSU is included in the list of holdings in OCLC for the item they have requested throught ILL. Using CATALYST to find the location in this library, I find the item and inform the patron of its availability here.
   b. problems arise with the patron's request: more information needed, more money needed to fill the request, etc.

3. I pass the request to the Renegotiation Coordinator if the material cannot be found or obtained through OCLC.

4. I enter the requests into the ILL subsystem on OCLC.

5. I use OCLC to find the due date and to signal the lending library that the material has been received.

6. I file request forms by patron name if a student is not available.

4/3/90'

7. I prepare the borrowed books for patrons if a student is not available by
    a. finding the request form
    b. photocopying the patron notice
    c. banding each book for identification
    d. placing each item in the cabinet for patron pick-up

8. I maintain office work flow by assessing how the day's work is progressing. If there are any problems (bottlenecks, etc.) I assign the work to students or do it myself.

9. I assist in evaluating students.

10. I assist in solving student/staff problems.

11. I assist in policy- and decision-making in ILL. In the absence of the FIAS supervisor, I make necessary decisions.

12. I cover for absent ILL personnel (phones, etc.)

B. Complexity:

This job requires considerable experience and knowledge with OCLC ILL subsystem; employee independently interprets, adapts or verifies highly complex records, data and/or policies.

C. Supervisory Responsibility: Yes -- LMTA 1, Lib. Asst.

D. Contacts:
    1. Internal Contacts:
        a. Library Departments: Acquisitions, Reference
        b. Faculty, students, staff.
    2. External Contacts:
        a. Other libraries and lending agencies.

E. Working hours: M - F, 7:30am - 11:30am, 12:30am - 4:30pm.

F. Unusual Physical Requirements/Working Conditions of the Position: None.

G. Skill/Abilities: (Please detail skills, abilities required to do the job.)

H. Equipment operated: computer, printer, telefacsimile machine, photocopier, OCLC workstation.

Kent State University

POSITION DESCRIPTION

Renegotiation Coordinator -- ILL

Library Associate II

Section I
Department: Periodical Information and Access Services
Division: Interlibrary Loan Office, Room 222
Immediate Supervisor: Jeanne M. Langendorfer, Head, Periodical Information and Access Services

A. Duties and Responsibilities:

1. I take the printed requests (for lending) from the OCLC Message Waiting File, categorize requests and prepare same for student assistants. Requests for materials from libraries other than NEOMARL and Regional Campuses are turned over to Lending Coordinator for further subdivision and allocation.

2. I retrieve books and journals in the absence of student assistants, matching the requests from the OCLC printout. Photocopies of requested articles are made. Everything must be ready for the courier by 10:00 - 10:30am.

3. I deliver and retrieve courier mail.

4. I print out all "conditional" requests (i.e., requests with poor citations or monetary discrepancies) received via OCLC ILL Susbsystem, and others received by U.S. Mail, or telefacsimile.

5. I initiate all requests via mail (item is not available on OCLC) including requests to foreign libraries.

6. I maintain office work flow by assessing how the day's work is progressing. If there are any problems (bottlenecks, etc.) I assign the work to students or do it myself.

7. I renegotiate all requests not successfully filled the first time. I work extensively with KSU patrons, by mail and phone, to clarify their requests and keep them informed of progress towards fulfillment of their requests.

8. I search (whether the first time or in renegotiation) in OCLC, the National Union Catalog, or other available sources in an effort to verify existence and location of items of a specialized or esoteric nature.

9. I train and supervise students to request items for our patrons via OCLC and to process incoming materials for KSU patrons. In their absence I do this work.

   a) books are banded and marked with patron's name, the date, and ILL number.
   b) photocopies are made of the patron's request form and mailed to notify patron item has arrived.
   c) items are stored on shelf till patron picks them up.

11. I assist in evaluating students.

12. I maintain correspondence and keep pertinent information from the Center for Research Libraries in Chicago.

13. I place KSU requests for articles (photocopy) from University Microfilms International (UMI).

14. I keep UMI dissertation order forms for KSU patrons for use when normal borrowing efforts have been exhausted.

15. I maintain ILL coupons for Libraries which require same for their lending transactions.

16. I maintain deposit accounts for British Library Document Supply Centre and Library of Congress.

17. I assist in solving student/staff problems.

18. I assist in policy- and decision-making in ILL. In the absence of the PIAS supervisor, I make necessary decisions.

19. I cover for absent ILL personnel (phones, etc.)

B. Complexity:

This job requires considerable experience and knowledge with OCLC ILL subsystem; employee independently interprets, adapts or verifies highly complex records, data and/or policies.

C. Supervisory Responsibility: Yes -- LMTA 1, Lib. Asst.

D. Contacts:
   1. Internal Contacts:
      a. Library Departments: Acquisitions, Reference
      b. Faculty, students, staff.

   2. External Contacts:
      a. Other libraries and lending agencies.

E. Working hours: M - F, 7:30am - 11:30am, 12:30am - 4:30pm.

F. Unusual Physical Requirements/Working Conditions of the Position: None.

G. Skill/Abilities: (Please detail skills, abilities required

ACC/14134

DESCRIPTION OF DUTIES
Library Assistant I

A. REGULAR DUTIES

65% 1. Assist in interlibrary borrowing procedures.

a. Count and record new requests each day.
b. Search (with the assistance of Interlibrary Borrowing Library Clerk II) all new requests on the OCLC system using the M300 (a modified IBM Personal Computer). Print copy of bibliographic record and holdings for each request found on OCLC.

c. Select five locations for books and send interlibrary borrowing requests on the OCLC Interlibrary Loan Subsystem. Return any book requests not verified on OCLC to reference for futher verification.

d. Check serial requests against copyright card file. Verify in standard bibliographic sources. Select five locations and send requests on OCLC Interlibrary Loan Subsystem or prepare for Interlibrary Borrowing Clerk II to send.

e. Maintain files of outstanding OCLC and ALA requests in alphabetical order by patron and books received and not yet returned in order by date due.

f. Make sure OCLC requests are logged in the OCLC log book.

g. Help maintain copyright file including typing cards and checking serials catalog.

h. Maintain interlibrary borrowing statistics on the IBM PC including daily record of books and articles received by library.

i. Send out overdues to appropriate reference or branch liaison.

j. Assist Interlibrary Loan Librarian with verification of problem requests using standard bibliographic sources.

15% 2. Assist and/or supervise Interlibrary Borrowing Clerk II in the following duties.

a. Printing copies of OCLC shipped requests.

b. Checking in books and photocopies received.

c. Sending out interlibrary borrowing requests on OCLC Subsystem or ALA forms.

d. Preparing books to be returned to lending library.

e. Entering requests to be updated on Interlibrary Loan Microenhancer. Checking OCLC Microenhancer report.

3% 3. Maintain data and system diskettes for all office software packages such as the OCLC Microenhancer, LOTUS, F.I.L.L.S. Serve as department expert on use of the IBM PC.

2% 4. Type correspondence for Interlibrary Loan Department.

B. PERIODIC DUTIES

6% 1. Help compile monthly interlibrary lending and borrowing statistics. Prepare monthly statistical reports on IBM PC.

1% 2. Help compile annual interlibrary lending and borrowing statistics. Prepare annual statistical report on IBM PC.

1% 3. Order and maintain supplies for the department.

C. OCCASIONAL OR IRREGULAR DUTIES

2% 1. Assist in supervising clerks involved in interlibrary lendingn including assisting in searching catalogs, LUMIN and OCLC on problem requests. Help in verifying problem requests using standard bibliographic sources. Answer interlibrary loan library clerks questions regarding interlibrary lending policies and procedures.

1% 2. Act as back up for Interlibrary Lending Supervisor in entering addresses in LUMIN circulation address file.

2% 3. Train new interlibrary borrowing clerk. Assist in training new interlibrary lending clerks.

2% 4. Act as head in interlibrary loan department in absence of librarian. Substitute for interlibrary loan clerks in their absence in their duties as needed.

Revised 8/10/90

jd14134.acc

ACC/17793

Description of Duties
Library Clerk II

A. Regular Duties

1. Assist in interlibrary borrowing procedures.

15% a. Assist in searching interlibrary borrowing requests on OCLC including printing copies of bibliographic record and holdings when necessary.

15% b. Assist in sending out interlibrary borrowing requests on OCLC and ALA forms.

11% c. Print copies of OCLC shipped requests from OCLC files including recording date shipped on tally sheet.

35% d. Check in books and photocopies received in response to OCLC and ALA requests sent to other libraries.

12% e. Match paper copies of requests with borrowed books when returned and prepare books for return to lending library.

7% f. Enter requests to be updated on OCLC on Interlibrary Loan Microenhancer (including completes, no's, returns and receives). Check OCLC ILL Microehancer report.

5% 2. Process requests for replacement pages.

Revised 8/3/90
jd17793.acc

ACC/14080

DESCRIPTION OF DUTIES
LIBRARY CLERK II

A. Regular Duties

16% 1. Search LUMIN, the card catalog, and serials catalog for call numbers, locations, holdings, and circulation status of materials requested on interlibrary lending.

15% 2. Retrieve books requested on interlibrary lending from Ellis Library stacks.

1% 3. Call branch libraries for or request from library annex materials requested on interlibrary lending not located in Ellis Library.

14% 4. Update interlibrary lending requests on the OCLC Interlibrary Loan Subsystem.

21% 5. Prepare books to be sent to Missouri libraries including typing mailing labels, charging books on LUMIN circulation system and recording transactions.

9% 6. Check requests for photocopies from Missouri libraries for accuracy and completeness, mark pages to be copied, note any special instructions, and deliver to Copy Service for processing. Record these transactions.

1% 7. Send regrets to Missouri libraries on requests received on ALA forms and Missouri State-Wide Database print offs indicating reason for not filling and recording transactions.

8% 8. Discharge books returned from other libraries on the LUMIN circulation system and update records.

4% 9. Maintain file in date due order for books on loan to other libraries. Maintain files of completed and unfilled requests. Record monthly interlibrary lending statistics for books, articles, and regrets sent to Missouri libraries. Total requests at the end of each month and report statistics to the Interlibrary Loan Librarian.

5% 10. Assist Interlibrary Lending Supervisor in resolving problems on interlibrary lending requests.

1% 11. Process requests received from UM Extension agents.

2% 12. Assist Interlibrary Loan Librarian with National Agricultural Library document delivery requests.

Revised 8/3/90
jd14080.acc

ACC/22564

Description of Duties
Library Clerk III

% of time

A. REGULAR DUTIES

60% Process interlibrary loan requests received via the OCLC Interlibrary Loan Subsystem (the computer-based interlibrary loan system in which we participate).

a. See that requests are printed and ready for processing.

b. Assign responsibility for checking card catalog, serials catalog and LUMIN (online catalog) for call numbers, location, and circulation status. Assist in obtaining call numbers if necessary.

c. Assign responsibility for retrieving books from stack areas of Ellis Library and for calling for books from branch libraries and library annex. Assist in retrieving and calling for books if necessary.

d. Check and sort books for updating on OCLC. Assist in updating OCLC requests making sure that all requests which require updating that day are completed.

e. Prepare OCLC photocopy requests for Copy Service including marking correct pages and noting any special instructions and deliver to Copy Service daily.

f. Send out photocopies and maintain files and statistics for requests from ABEU libraries and Washington University.

g. Maintain monthly interlibrary lending statistics on OCLC photocopy, non-book and unfilled requests. Total at the end of the month and give to Interlibrary Loan Librarian.

h. Maintain files on OCLC requests.

9% Supervise and assist interlibrary lending Library Clerk II's in their duties. Direct activities of interlibrary loan student assistant.

12% Search OCLC and ALA problem requests. Verify our holdings on OCLC, LUMIN, or in NUC, ULS or NST.

6% Enter addresses for libraries in the LUMIN circulation address file.

6% Process requests for material in microformat including requesting from Special Materials, retrieving from Special Materials, preparing for sending to requesting libraries, responding to requests, recording statistics, checking in when returned, returning to Special Materials and sending overdues when needed.

B. OCCASIONAL OR IRREGULAR DUTIES

4% Train interlibrary lending Library Clerk II's in their responsibilities and duties. Train interlibrary loan student assistant. Fill in for interlibrary lending clerks during vacations and other absences.

3% Assist in interlibrary borrowing when Library Assistant I and Interlibrary Loan Librarian are absent or when work load is especially heavy.

100%

Revised 8/10/90

JD22564.ACC

NAME:

POSITION: LA V TITLE: ILL supervisor SUPERVISOR: Librarian III

DEPARTMENT: Reference

SUMMARY OF POSITION:

Oversee the personnel and the processing interlending requests for the Main Library which processes requests for the Main and all branch libraries except Health Sciences; process "problem" replies to borrowing requests; provide reference service to Main Library patrons

Most Complex Part of Job:

Implementation and maintenance of Acuilla is complex. The most demanding part of this position involves acting as resource person for every aspect of interlending. This requires both specific and general knowledge of patron requirements and ILL policies. I summarize interlending activity in an annual report; I also prepare other documents and proposals as needed or requested.

KIND AND LEVEL OF WORK:

Physical Effort: Periodic walk/stand, light lifts (less than 10 Kg.)
Mental Effort: High pressure and detail

Supervision Received:
Guidance received only in coordinating work groups or practices within university policies and goals, i.e. administrative guidance

Consequence of Error:
Significant replaceable loss (resulting in costs greater than $50)
Examples:
Reference service: significant time loss to patron if I do not refer him/her to most appropriate resource; ILL: significant time delay for patron if ILL request not sent to correct location; Significant money loss to budget if expensive lender selected over free lender frequently (this error cannot be corrected after the fact).
Correction of errors involves:
a) Others within the department
b) Self only

Problem solving involves:
a) Resolve questions, problems, etc. independently
b) Resolve questions, problems, etc. in consultation with others

RESPONSIBILITIES INCLUDE:

A. Contact

Give General Direction:
Library - about 5% of the time; Campus - about 5% of the time; Public - about 5% of the time

BEST COPY AVAILABLE

Explain Library Procedure:
Library- about 10% of the time; Campus - about 10% of the time; Public - about 5% of the time
Specialized Assistance:
Library - about 25% of the time; Campus - about 25% of the time; Public - about 5% of the time

B. Work With Automated Systems

Search Only:
Online Search - CAN/OLE - less than 3% of the time
Source Records - UTLAS (REFCATSS), DOBIS, OCLC - about 10% of the time
U/S Systems - GEAC (CIRC, OPAC, ACQ), InfoAccess/CD-ROM, Acuilla - about 15% of the time

Edit Existing Files/Records:
Source Records - OCLC - less than 3% of the time
U/S Systems - Acuilla - about 10% of the time

Create New Files/Records:
Online Search - CAN/OLE - less than 3% of the time
Source Records - UTLAS (REFCATSS), OCLC - less than 3% of the time
U/S Systems - Acuilla - about 5% of the time

Train Other Users:
Online Search - CAN/OLE - less than 3% of the time
Source Records - UTLAS (REFCATSS), DOBIS, OCLC - about 5% of the time
U/S Systems - GEAC (OPAC), InfoAccess/CD-ROM, Acuilla - about 15% of the time

Implement System:
U/S Systems - Acuilla - about 10%of the time

C. Library Specific Duties

Use of Cataloguing Rules:
Search only - about 15% of the time

Searching Activities:
Search holdings, reserve, items in stacks etc. - less than 3% of the time
Search standard source documents - about 5% of the time
Search other source documents - about 5% of the time

Responsibility for Equipment:

Operate:
AT&T PC 6310, Photocopier, Fax, CD-ROM - about 25% of the time
Train Users:
AT&T PC 6310, Photocopier, Fax, CD-ROM - about 5% of the time

Responsibility for Special Materials:
    Reference use/ILL use - about 15% of the time - Abstracts/Indexes, Gov't documents, Microform collections, Serials
    Training Others - about 10% of the time - Abstracts/Indexes, Gov't documents, Microform collections, Serials

Responsibility for Funds:
    Compute/Verify Rates for Billing - less 3% of the time

Other:
    Main Library Reference Collection - about 15% of the time
    Envoy messaging - about 5% of the time
    DBASE III - about 5% of the time
    Word Perfect - about 10% of the time
    P/C Talk - about 5% of the time
    ILL policies internationally - about 5% of the time
    M/S DOS - about 5% of the time

D. Supervisory Responsibilities

Hire:
    3 LA Is; 1 LA II; 1 LA IV; 1 LA IV;
    Time involved: less than 3% of the time

Train:
    3 LA Is; 1 LA II; 1 LA IV; 1 LA IV;
    Time involved: about 5% of the time

Assign Work:
    3 LA Is; 1 LA II; 1 LA IV; 1 LA IV;
    Time involved: about 5% of the time

Oversee Work:
    3 LA Is; 1 LA II; 1 LA IV; 1 LA IV;
    Time involved: less than 3% of the time

Evaluate:
    3 LA Is; 1 LA II; 1 LA IV; 1 LA IV;
    Time involved: less than 3% of the time

Discipline:
    3 LA Is; 1 LA II; 1 LA IV; 1 LA IV;
    Time involved: less than 3% of the time

Number of Permanent Positions Supervised Directly: 7

Titles of permanent, seasonal, & term positions supervised:
    Reference, SRR shelver, Telex operator, ILL mail clerk, 3 ILL searchers, Secretary

E. Typical Duties Include:

Clerical Duties:
Receive and direct incoming telephone calls - about 15% of the time
Other - rarely or occasionally required

Maintenance:
rarely required

Data Base Management:
rarely or occasionally required

Administrative:
occasionally required

QUALIFICATIONS:

Education & Training:
University degree

Experience:
Several years of library experience preferably including reference work and searching.

Physical qualifications, knowledge, abilities, skills:
Oral and written communication skills; interpersonal skills; problem solving skills; capable of performing detailed work under pressure of deadlines.

Typing required: important for: reports, correspondence; time: 10%

Data Entry required: important for: data entry on Acuilla; time: 15%

NAME:

POSITION: LA III TITLE: Interlibrary Loans SUPERVISOR: LA V

DEPARTMENT: Health Sciences Library

SUMMARY OF POSITION:

I am responsible for all aspects of Interlibrary Loans for the Health Sciences Library, the exchange of materials 'inter' libraries - both lending and borrowing. I maintain accurate records for all monies/cash coming into or going out of the Library. I facilitate the use of the Library and its resources through public service.

Most Complex Part of Job:

The constant need to priorize and balance the responsibilities of the job due to the consistent and ever-increasing volume of work. One must work efficiently and accurately as well as independently

KIND AND LEVEL OF WORK:

Physical Effort: Periodic walk/stand, light lifts (less than 10 Kg.)
Mental Effort: Moderate pressure - high detail OR high pressure moderate detail

Supervision Received:
Independence in choosing methods used to achieve defined goals or departmental objectives with consultation where lack of precedent occurs, i.e. implementing your own procedures

Consequence of Error:
Minor replaceable loss
Examples:
library material not returned; incorrect charging/invoicing; incorrect payment, bookkeeping, etc.; judgement errors (policy exceptions).
Correction of errors involves:
a) Self only
b)

Problem solving involves:
a) Resolve questions, problems, etc. independently
b) Refer questions, problems, etc. on to others within the library

RESPONSIBILITIES INCLUDE:

A. Contact

Give General Direction:
Library - less than 3% of the time; Campus - about 10% of the time;
Public - about 10% of the time
Explain Library Procedure:
Library - less than 3% of the time; Campus - about 10% of the time;
Public - about 10% of the time

Specialized Assistance:
Library - less than 3% of the time; Campus - about 10% of the time;
Public - about 10% of the time

B. Work With Automated Systems

Search Only:
U/S Systems - GEAC (CIRC, OPAC) - about 5% of the time

Edit Existing Files/Records:
U/S Systems - GEAC (CIRC) - less than 3% of the time

Create New Files/Records:
U/S Systems - GEAC (CIRC) - less than 3% of the time

Train Other Users:
U/S Systems - GEAC (OPAC) - less than 3% of the time

C. Library Specific Duties

Use of Cataloguing Rules:
Search only - about 5% of the time

Searching Activities:
Search manual files/records - about 10% of the time
Search holdings, reserve, items in stacks, etc. - about 5% of the time
Search standard source documents (NUC, Canadiana, Books-in-Print, etc.)
- less than 3% of the time

Responsibility for Equipment:

Operate:
Photocopiers, CD-ROM, Envoy, typewriter - about 10% of the time
Routine Maintenance:
Photocopiers, CD-ROM, Envoy, typewriter - about 5% of the time
Train Users:
Photocopiers, CD-ROM, Envoy, typewriter - less than 3% of the time

Responsibility for Funds:
Compute/verify rates for billing - about 5% of the time
Sort and submit accounts/unsatisfied claims - about 5% of the time
Conduct billing of accounts receivable - about 5% of the time
Collect monies - less than 3% of the time
Deposit monies to appropriate accounts - about 5% of the time
Maintain accounts ledgers, cash reports, etc. - about 5% of the time

Other:
Typing - about 15% of the time
Bookkeeping - about 5% of the time
Electronic mail/Envoy - about 10% of the time

D. Supervisory Responsibilities

Train:
1 IA I
Time involved: less than 3% of the time

Assign Work:
10 Casuals, 1 IA I
Time involved: about 5% of the time

Oversee Work:
1 IA 1
Time involved: less than 3% of the time

Number of Permanent Positions Supervised Directly: 1

Number of Casual Positions Supervised Indirectly: 16

Titles of permanent, seasonal, & term positions supervised:
ILL assistant

E. Typical Duties Include:

Clerical Duties:
Complete and process routine forms - about 15% of the time

Data Base Management:
Collect/record material/user statistical information - about 15% of the time

Circulation:
Rarely required

Administrative:
Rarely required

QUALIFICATIONS:

Education & Training:
2 years library experience. Accounting and production speed typing.

Experience:
Public service, accounting/bookkeeping, high volume detailed work situation - 2 years.

Physical qualifications, knowledge, abilities, skills:
This person should have decision making abilities, she should be able to priorize diverse responsibilities and have strong organizational skills.

Typing required: important for: ILL forms; time: 10%

Data Entry required: Important for: Envoy; time: 20%

HEAD OF BORROWING OPERATIONS

I. Administrative Responsibilities 35%

1. In absence of ILS Librarian, act as head of the unit.

2. Supervise Borrowing Division, including hiring, evaluation, and training of staff, scheduling of workflow, planning, and developing policy.

3. Develop, update, maintain training manuals, materials, routines in Borrowing Division.

4. Advise search staff on difficult bibliographic verification.

5. Sign ALA request forms for billable items.

II. Technical Responsibilities 45%

1. Search and order serials and/or monographs on the OCLC Inter-Library Loan Subsystem, and by mail, fax and telephone.

2. Review unfilled requests for resolution on a timely basis.

3. Review and update borrowing files on the OCLC Inter-Library Loan Subsystem.

4. Handle problems, including lost books, with borrowing requests, bringing difficult ones to the ILS Librarian.

III. Use Assistance Responsibilities 15%

1. Advise UT patrons of problems with requests; oversee handling of patron inquiries.

2. Supervise Reception Office activities.

IV. Other duties as assigned 5%

BEST COPY AVAILABLE

Office Assistant III, 20 hours

1. Verify and order monographs and conference proceedings for UT patrons on OCLC (60 %)
2. Maintain system for *TXmail ordering of ILS materials by library staff (5%)
3. Retrieve documents from full-text Dialog databases (5%)
4. Handle OCLC renewals and updating status of requests on OCLC (20%)
5. Assist users at the reception desk and by telephone (5%)
6. Other tasks as assigned (5%)

Position requires thorough knowledge of the OCLC ILL subsystem, full-text document retrieval through Dialog, *TXmail, printed bibliographic tools used for verification and location of materials, OCLC interlibrary loan policy, and UT's borrowing policy and procedures. In addition, good communication skills and ability to explain policy to patrons are necessary.

Office Assistant

1. Verify and order serial photocopies for UT patrons on OCLC (65%)
2. Search card catalog (15%)
3. Verify difficult citations in printed sources (e.g., NST, ULS, Ulrich's, periodical indexes) (10%)
4. Assist users at the reception desk and by telephone (5%)
5. Other tasks as assigned (5%)

Position requires thorough knowledge of the OCLC ILL subsystem, printed bibliographic tools used for verification and location of materials, OCLC interlibrary loan policy, and UT's borrowing policy and procedures. In addition, good communication skills and ability to explain policy to patrons are necessary.

Library Assistant I, 40 hours

1. Verify and order monographs for UT patrons on OCLC (60%)
2. Verify difficult citations in printed sources (e.g., NUC, Government Reports Index, etc. (20%)
3. Search card catalog (10%)
4. Assist users in person, by telephone, and by correspondence (5%)
5. Other tasks as assigned (5%)

Position requires thorough knowledge of the OCLC ILL subsystem, printed bibliographic tools used for verification and location of materials, OCLC interlibrary loan policy, and UT's borrowing policy and procedures. In addition, good communication skills and ability to explain policy to patrons are necessary.

Job Duties: Time Spent on Each Task
Invoices 1/2 Office Assistant

1. **40 %** Processing received **requests** which have charges
   - Receive mail - Determine whether charge or no-charge
   - Open charge mail
   - Find ILS Requests in files
   - Verify that correct document with proper page(s) has been received
   - Determine charge
     - from invoice of sending entity
     - from policies in various locations
   - Create invoice to patron for each request on electric typewriter
   - Log invoices in the manual
   - Copy photoduplication log
   - Take documentation to Photoduplication
   - Mail invoices to patrons with document requested or notice
   - Return ILS Request forms to ILS-Borrowing

2. **25 %** Processing invoices for UT **Accounts/Payable**
   - A/P invoices--UT pays money
   - Receive invoices of sending entity
   - Collect proof of requests for Gen Libs-Accounting
     - OCLC ILL printout
     - or ALA form
     - or copy of ILS Request
   - If no proof found, invoice becomes a problem which requires direct communication with the invoicing entity--usually means a delay of several months
   - Copy, thrice each, invoices and proof of requests
   - Log in the manual
   - Take to Accounting

3. **20 %** Processing invoices for UT **Accounts/Receivable**
   - A/R invoices--UT receives money
   - Air mail charges:
   - Create invoice on electric typewriter from data on ILL printout
   - Copy ILL printout to go with the invoice
   - Mail invoice to borrowing entity
   - Log in manual at two locations
     - Photoduplication
     - Lending

File ILL printout in the Box of Lending, A/R section
Lost books:
Verify book as lost by searching LLITEM
Check for duplicate invoices by searching the Box of Lending, A/R section
Determine charge for lost book
Create invoice on electric typewriter from data on ILL printout
Copy ILL printout to go with the invoice
Mail invoice to borrowing entity
Log in manual at three locations
- Photoduplication
- Lending
- Lending Lost Books

File ILL printout in the Box of Lending, A/R section

4. 15 % Creating monthly **stats** reports of Borrowing and Lending
Receive raw data
Track down missing data
Relearn stat forms which contain raw data--these seem to vary formats every month
Apply raw data to worksheets
Find an available Macintosh computer
Enter raw data into spreadsheets of Excel
Print spreadsheets
Retrieve printed spreadsheets from LaserWriter upstairs
Review data
Make corrections
Print or copy final spreadsheets
Retrieve printed spreadsheets from LaserWriter upstairs
Send to supervisors
File documentation

5. Doing other tasks as assigned such as answering phone
The amount of time spend on other tasks varies.
A proportionate amount of time from each task above is used when other tasks are assigned.

HEAD OF LENDING OPERATIONS

I. Administrative Responsibilities 55%

1. Supervise lending section, handling all requests for loans and photocopies, overdues, recalls, lost books, on a daily basis. Recruit, interview, evaluate, train, and schedule wages, hourly, and work study employees.

2. Monitor lending section workflow, assign tasks, and set standards for prioritizing incoming requests.

3. Be responsible for successful fulfillment of reciprocal agreements for expedited interlending.

4. Oversee collection of statistical data for routine and special studies.

5. Develop, update and maintain training manuals, materials, and routines in the lending section.

6. With the librarian, interpret and establish lending policy.

II. Technical Responsibilities 35%

1. Be responsible for all unit hardware and software, including that used by the borrowing section. Select and install new software; handle maintenance problems. Serve as official OCLC contact person for ILS.

2. Solve problems relating to lending requests, including status checks, lost requests, and difficult bibliographic searching.

3. Serve as back-up for routine ILS procedures.

III. Other duties as assigned 10%

BEST COPY AVAILABLE

Library Assistant - Interlibrary Loan/Document Delivery Unit Head
Reports to: Access Services Librarian

35% Supervises daily operations of the Interlibrary Loan and Document Delivery units. Hires, trains, supervises and evaluates 3.5 FTE staff members. Oversees the supervision, hiring and training of all student assistants in the unit. Directly responsible for student assistants in the borrowing office. Analyzes workflow patterns to effectively coordinate daily operations of the Interlibrary Loan and Document Delivery Unit, and oversees the lending of materials to other libraries. Ensures that Document Delivery requests are received and processed and that schedules are maintained, works with the Circulation/Reserve Unit Head and Branch Librarians to ensure adequate service between Document Delivery, Circulation and Branch Libraries. Reports monthly in writing to supervisor and division head on unit activities and statistics.

10% Acts as the library resource for Interlibrary Loan and Document Delivery concerns by serving on or advising division and/or library committees, for other departments and individuals on and off-campus, for various groups/organizations, and for visitors from other universities to demonstrate various procedures, including office automation.

20% Supervises all processing of requests to borrow or loan materials to or from other libraries (OCLC, ALA, special document/location requests, etc.) to ensure accuracy. Conducts initial bibliographic searches as needed, utilizing Online Databases, CD-ROM and other reference tools. Acts as final source for other employees by resolving verification problems. Processes special requests from document delivery sources including NTIS, CAS, ISI, etc. Resolves unverified requests.

17% Contacts patrons concerning problem requests and cancellations, explaining reasons, defining problems, and suggesting alternatives. Provides patron assistance in the Interlibrary Loan office, explaining Interlibrary Loan and Document Delivery policies and procedures. Assists patrons with difficult or problematic requests for Interlibrary Loan and Document Delivery services.

10%	Develops, documents, and implements programs and procedures to improve the effectiveness and efficiency of unit operations, under the general direction of the Access Services Librarian. Establishes long term planning by setting unit goals and submitting student wage and supply requests to the Access Services Department Head. Monitors wage and supply budgets to ensure funds are evenly allocated throughout the budget year.
03%	Monitors Interlibrary Loan and Document Delivery deposit accounts (NTIS, British Lending Library, UMI, etc.) to ensure that correct procedures are followed and accuracy of accounts is maintained. Verifies balances and approves charges and deposits.
03%	Maintains records of Ill requests to assure copyright compliance. Oversees maintenance of all other ILL files and records. Maintains knowledge of ILL practices, copyright developments, and changes in OCLC equipment and software usage by attending meetings, seminars, and conferences, and consulting documentation.
02%	Other duties as assigned.
100 %	

Program Support Technician/Lending Supervisor
Reports to: Library Assistant/Unit Head

12%	Oversees and supervises all processing and functions of lending operation, under the general direction of the ILL/DOC DEL Unit Head. Serves as Assistant Supervisor in absence of ILL/DOC DEL Unit Head and as resource person for staff. Hires, trains, supervises, and evaluates lending student assistants, organizes their workflow and ensures they are properly trained. Responsible for seeing that material is retrieved from the stacks in absence of student assistants. Coordinates special project activities.
35%	Verifies all incoming ILL Lending requests (received via OCLC, telefax, mail services, electronic mail, and Docline), Performs bibliographic searches to confirm ownership or location of item requested by checking VTLS (online catalog), card catalog, shelf list, technical reference sources (example: STAR index) and other reference tools, noting call number and special locations. Requests materials from storage and the branch libraries. Organizes requests for efficient and appropriate retrieval. Resolves all problems encountered. Maintains records and statistics on lending transactions and reports to supervisor monthly.
25%	Verifies material retrieved matches request and can be processed. Separates books, photocopies, and items needing special processing (DOCLINE, etc.). Updates OCLC requests or records OCLC number for later processing. Supervises and oversees book processing. Performs or oversees updating and processing of special requests (DOCLINE, etc.). Separates photocopy requests into state supported, non-state supported, state free, out of state, fax, and DOCLINE and verifies institution is willing to pay required fees. Places fax and DOCLINE material in appropriate processing areas; delivers sorted material to Photocopy Unit for copying and billing. Updates and processes OCLC requests using the ILL Microenhancer (yes, no, complete). Mails back ALA requests that were unfilled and compiles monthly statistics of ALA requests. Resolves all problems encountered.
10%	Investigates and responds to inquiries from other libraries and institutions about their requests (i.e., missing pages, incomplete citations, invoicing). Responds to questions about bills; makes price corrections. Oversees telefax service and resolves problems encountered with that service.

5%	Coordinates with Searching Coordinator in Shelving to ensure ILL material is appropriately retrieved and unfilled requests are searched in a timely basis.
5%	Calculates and records wage payroll for ILL/DOC DEL unit twice a month. Updates all records and paperwork regarding addresses, date of employment, cumulative hours, evaluation, termination, etc. of wage and student employees. Responsible for depositing payment and reimbursement for postage for ILL transactions, processing incoming ILL payment checks to treasury management.
5%	Assists patrons in ILL/DOC DEL office and answers telephone, explaining general Interlibrary loan policies and procedures.
3%	Other duties as assigned.
100 %	

Offices Services Assistant
Reports to: Library Assistant/Unit Head

20%	Responsible for ensuring the appropriate handling and processing of incoming material for VPI patrons. Unpacks, checks in, and returns materials, verifying material is correct and matches request; enters item request numbers into Borrowing software packages; files request forms in the Borrowing Request files (active and completed) as appropriate. Directs student assistants to perform these tasks as needed. Processes invoiced material, maintains invoices on various software packages, and records any ILL charges for other library departments. Identifies overdue material, working with library staff to ensure return of material, reporting problems to supervisor.
20%	Notifies patrons of the arrival or other status of their materials, explaining ILL policies and procedures. Solves problems for patrons as they occur. Utilizes databases and other records to maintain patron information. Handles telephone and personal inquiries, assists patrons in the office, and communicates with other institutions concerning renewals, problems or delays with requests.
30%	Performs initial verification of borrowing requests by searching VTLS (online catalog) to confirm ownership and/or status of item. Interprets holding screens and MARC records to correctly notate information on requests. Assists with initial bibliographic search as needed, utilizing Online Databases, CD-ROM and other reference tools. Refers difficult, unusual, or unlocated items to supervisor for further in-depth searching. Processes all verified patron requests to borrow material from other institutions using OCLC and other appropriate software packages. Processes special document requests (NTIS, etc.), choosing appropriate formats. Updates borrowing OCLC transaction file online. Maintains processing statistics and reports to unit head monthly.
22%	Assists in the hiring, evaluation and scheduling of student assistants. Responsible for all aspects of training student assistants, including periodic updates on new procedures, ensuring that correct procedures are followed. Organizes their workflow and prioritizes tasks. Oversees and directs daily performance of student assistants.

5%	Processes office supply and special order requests, maintaining adequate supply inventory for the ILL/DOC DEL office, and keeps supply cabinet in order.
3%	Other duties as assigned.
100 %	

Library Assistant (.5 FTE)
Reports to: Library Assistant/Unit Head

33%	Performs initial verification of borrowing requests by searching VTLS (online catalog) to confirm ownership and/or status of item. Interprets holding screens and MARC records to correctly notate information on requests.
55%	Identifies and verifies bibliographic records for processing to borrow using OCLC, Online Databases, CD-ROM and various other reference tools; works with and assists ILL/DOC DEL Supervisor, and Subject Bibliographers to resolve unverified requests and identify locations of items. Assist with processing and pre-verification as necessary.
10%	Assists staff and students in answering patron complaints and appeals that require decision by a supervisor or exceptions to policies and procedures; Assists patrons at the Reserve and Circulation public services counters by charging and discharging materials, renewing overdue items, accepting fine payments and responding to requests for service. Accesses patron accounts and explains library policy and procedures.
2%	Other duties as assigned.
100 %	

BEST COPY AVAILABLE

UNIVERSITY OF WASHINGTON LIBRARIES

Office of the Director

JOB DESCRIPTION

May 18, 1992

CLASSIFICATION: **Library Technician III** (100 FTE)

LOCATION: Interlibrary Borrowing Service

GENERAL DESCRIPTION: Under the general direction of the Head of Interlibrary Borrowing Service, and the specific direction for some duties of the Library Specialist, processes & manages materials received on interlibrary loan, provides instruction & work direction to student assistants for some tasks, assists users with routine inquiries, including doing basic bibliographic searching in manual & automated sources.

SPECIFIC DUTIES: Processes promptly & accurately library materials obtained from other institutions for the use of University of Washington patrons, and notifies patrons of the receipt of materials.

Explains basic policies for interlibrary borrowing to patrons and answers routine inquiries, referring problems or complex matters to the Unit Head or to the Library Specialist.

Provides coverage for the office in the absence of other staff.

Is able to perform routine bibliographic checking on OCLC & WLN, and in such manual sources as the National Union Catalog, Union List of Serials, etc., or as directed.

Checks for University of Washington holdings when necessary in the Online Catalog & the card catalog, or in branch libraries.

Understands the interlibrary loan subsystems for OCLC & WLN, updates records, places WLN requests & backs up the student assistants in the placing of requests on OCLC.

Assists in the maintenance of various office files.

Manages the timely return of borrowed materials to other libraries, usually leading the work of a student assistant for this task.

In consultation with the Library Specialist, handles overdue procedures for borrowed materials.

Performs other duties as required.

QUALIFICATIONS: Ability to work accurately, consistently & rapidly with attention to detail in an environment of ongoing interruptions.

Good public service skills.

Ability to work cooperatively with other staff in sometimes stressful situations.

Good oral and written communication skills.

Familiarity with vocabulary and general structure of one or more foreign languages.

Ability to type accurately at least 40 WPM.

UNIVERSITY OF WASHINGTON LIBRARIES

Office of the Director

JOB DESCRIPTION

June 17, 1987

CLASSIFICATION: Library Specialist I (100FTE)

LOCATION: Interlibrary Borrowing Service

GENERAL DESCRIPTION:

Under the general direction of the Head of Interlibrary Borrowing Service, acts as general office manager with responsibility for management of borrowed materials, maintenance of records, and normal interaction with the public. Participates in the training of other support staff and may direct their work. Directs work of student library assistants. Does bibliographic verification using standard sources. Is responsible for the unit in the absence of the unit head.

SPECIFIC DUTIES:

Has primary public contact with campus patrons, both in person and by phone, seeking interlibrary borrowing service; explains policies and procedures; establishes eligibility of borrowers; advises on options available to borrowers; examines requests for completeness. Refers problems regarding policy or unusual requests to librarian.

Has overall responsibility for processing of incoming materials. the notification of borrowers, and the creation and maintenance of appropriate, accurate working files. Includes activity related to renewal requests, overdues and the return of borrowed materials.

Assists with bibliographic verification of requests, using OCLC & WLN bibliographic systems & such standard printed sources as NUC, ULS, & NST, DAI, NIM, etc. Edits requests for transmission, & makes a choice of locations.

Has primary responsibility for the payment of charges made for borrowing fees, photocopy, postage costs. Maintains the records; arranges for payment of invoices in accordance with Libaries and University accounting procedures. Handles correspondence with borrowers and other libraries as necessary.

Assists in training of other support staff including students; leads the work of the staff associated with the management of borrowed materials; and advises the librarian on staff performance.

Maintains adequate quantities of all needed office supplies & equipment; places orders & monitors delivery.

Handles the time & leave records for the staff.

May serve on committees or undertake other duties as assigned.

In the absence of the unit head, is responsible for the unit.

UNIVERSITY OF WASHINGTON LIBRARIES

Office of the Director

Position Description

March 8, 1988

NAME: Ralph Teague

POSITION TITLE: Head, Resource Sharing Service

GENERAL DESCRIPTION: Under the general direction of the Head, Circulation Division, serves as the Head, Resource Sharing Service providing overall management and policy guidance; implementing programs and services; hiring, training, evaluating and terminating personnel; and contributing to the achievement of unit and Libraries' objectives.

SPECIFIC DUTIES AND RESPONSIBILITIES: With the approval of the Head, Circulation Division, establishes unit objectives in accordance with user needs and the priorities and objectives of the University Libraries. Develops long-range and short-range plans and utilizes unit resources to implement these plans.

Supervises the operations of the Resource Sharing Service, organizing and monitoring the work of the unit. Monitors the Resource Sharing Service budget.

Recommends hiring or termination of the Resource Sharing Library Specialist; hires and terminates student assistants; and supervises, trains and evaluates the Library Specialist and student assistants.

Maintains liaison with Resource Sharing clientele, the Library Accounting Office, and other appropriate Libraries units.

Prepares budget recommendations, reports, studies and surveys as required.

As a library unit head, maintains a broad understanding of Libraries' operations, policies, priorities and objectives, assisting in the development and achievement of these by participating in library committees and meetings as appropriate and facilitating good communication at all levels.

Assumes other responsibilities as assigned; performs other duties as required.

UNIVERSITY OF WASHINGTON LIBRARIES

Resource Sharing Service

CLASSIFICATION Library Technician III

POSITION TITLE Document Delivery Technician

POSITION NO. 0003 14-0500

LOCATION Resource Sharing Service

GENERAL DESCRIPTION Under the general supervision of the Resource Sharing Service Librarian or the Resource Sharing Library Specialist in the absence of the Librarian, provides document delivery services for Branch Campus and Interlibrary Loan clientele. Oversees and performs activities involved in the retrieval, bibliographic verification, and the preparation for delivery of library materials.

DUTIES

1) Assigns the work of student assistants engaged in the retrieval, record checking, and preparations for delivery of materials from all campus library locations.

2) Instructs and monitors the quality of work performed by student assistants using the Libraries' online catalog, online circulation system, photocopy, microcopy, and telefacsimile equipment.

3) Performs bibliographic searches and verification relating to basic citation problems encountered in the retrieval processes utilizing the online catalog, OCLC, WLN, UW Reference Library, and other microcomputer based and standard bibliographic tools.

4) Performs document delivery activities such as retrieving library materials from all library locations, photocopying book and journal articles, checking library circulation, receipt, and shelflist records, and preparing materials and reports for delivery.

5) Co-ordinates daily scheduling with other office personnel for the processing and dispatching of priority and routine requests for Branch Campus and Interlibrary Loan clientele.

6) Provides input to Supervisor relating to the interviewing, hiring or dismissing, and training of student assistants as couriers.

7) Provides backup for other office functions during absences and vacation periods of other office personnel.

8) May assist with special projects.

9) Performs related resource sharing activities as required.

MINIMUM QUALIFICATIONS	As outlined in the HEPB specifications for the classification. Typing 40 wpm. Must be physically able to walk to branch locations in order to instruct student assistants on location and to retrieve library materials.
SCHEDULE	Basically Monday through Friday 8:00 am to 5:00pm. Some weekend hours may be scheduled in lieu of week days to serve as weekend office supervisor.

RESOURCE SHARING SERVICE
UNIVERSITY OF WASHINGTON LIBRARIES
SEATTLE, WASHINGTON 98195

JOB DESCRIPTION - LIBRARY SPECIALIST I

GENERAL DESCRIPTION

Under the general supervision of the Resource Sharing Service Head, is responsible for the processing of all incoming and outgoing interlibrary loan requests and materials.

RESPONSIBILITIES

1. Interviews, hires, and supervises student assistants for the receiving and dispatching of requests.
2. Schedules, assigns, instructs, and monitors the work of student assistants.
3. Screens and processes or routes regular mail to appropriate personnel.
4. Processes or directs the processing of incoming requests in preparation for searching.
5. Operates on-line computer based interlibrary loan subsystems on OCLC and the Western Library Network.
6. Takes requests by phone and in person; answers phone inquiries regarding services available, costs, and procedures to be followed.
7. Processes or directs the circulation processes for all loan materials, maintains appropriate circulation records, prepares or oversees the preparation of overdue and recall notices and any other activities related to the circulation of loan materials.
8. Prepares or overseas the preparation of invoices to accompany invoiced accounts.
9. Processes all outgoing requests in the most appropriate manner including referrals to other libraries, provision of locations, and the return of various reports as needed.
10. Processes or directs the processing of outgoing mail and acts as the unit's liaison with the library mailing process, the campus mailing service, and outside courier and delivery services.
11. Operates various office equipment as required including bibliographic inquiry terminals, telefacsimile and electronic mail equipment, microcomputers, typewriters, and photocopy equipment.
12. Acts as electronic mail services liaison, providing training to new users, answering questions and preparing paperwork related to new subscribers and changes in subscriptions.
13. Searches Rush and Routine requests on bibliographic inquiry terminals when other searching staff is unavailable.
14. Performs other duties as required.

SYSTEMS AND PROCEDURES EXCHANGE CENTER

JOB DESCRIPTIONS: STUDENTS

ASSOCIATION OF RESEARCH LIBRARIES OFFICE OF MANAGEMENT SERVICES

MACHINES & OFFICE EQUIPMENT: (used in connection with regular job responsibilities.)

OCLC ~~terminal~~ ~~M300~~ Workstation
IBM PC/XT and Emory XT microcomputers (for access to DOBIS and RLIN and for data entry to ILL database.)
Occasional use of microform reading equipment and photocopy machine

SUPERVISORY RESPONSIBILITIES (if applicable):

N/A

SPECIAL NOTATIONS (e.g., preferred number of hours per week and/or number of positions, schedule -- if limited to specific hours of the day/week):

Ten hours per week at two hours per day, M-F.
2 positions--morning hours preferred.
2 positions--afternoon hours preferred.
Some flexibility during exam periods and semester breaks (office must be staffed during these times.)
1800 hours -- four positions
10 hrs/wk for 44 weeks

QUALIFICATIONS: (e.g., typing skills, foreign language skills, ability to accept and follow instructions, ability to communicate and work with public, ability to concentrate on details, flexibility, dependability, etc.)

Competency with English language (spoken and written).
Ability to 1) accept and follow instructions, 2) perform duties effectively with attention to detail, 3) adhere to work schedule, 4) work effectively using computer CRT and keyboard, 5) coordinate work with other ILL staff and with members of other library departments, 6) write neatly and legibly.

MACHINES & OFFICE EQUIPMENT: (used in connection with regular job responsibilities.)

OCLC ~~terminal~~ ~~M300~~ Workstation
IBM PC/XT and Emory XT microcomputers (for access to DOBIS and RLIN and for data entry to ILL database.)
Occasional use of microform reading equipment and photocopy machine

SUPERVISORY RESPONSIBILITIES (if applicable):

N/A

SPECIAL NOTATIONS (e.g., preferred number of hours per week and/or number of positions, schedule -- if limited to specific hours of the day/week):

Ten hours per week at two hours per day, M-F.
3 positions--morning hours preferred.
2 positions--afternoon hours preferred.
Some flexibility during exam periods and semester breaks (office must be staffed during these times.)
1800 hours -- four positions
10 hrs/wk for 44 weeks

QUALIFICATIONS: (e.g., typing skills, foreign language skills, ability to accept and follow instructions, ability to communicate and work with public, ability to concentrate on details, flexibility, dependability, etc.)

Competency with English language (spoken and written). Ability to 1) accept and follow instructions, 2) perform duties effectively with attention to detail, 3) adhere to work schedule, 4) work effectively using computer CRT and keyboard, 5) coordinate work with other ILL staff and with members of other library departments, 6) write neatly and legibly.

Document Delivery Student Classification Levels / Lending

LIBRARY STUDENT / Lending Assistant I

This position requires no previous training or work experience. Job duties include retrieving materials from the stacks, photocopying articles, mailing photocopies, packaging books to be loaned, and returning books to the sorting shelves.

Needed: General geographic knowledge of the library, knowledge of shipping requirements for our various cooperative agreements, ability to follow photocopying instructions concerning margins, binding requirements, legibility etc.; ability to work without close supervision.

LIBRARY STUDENT/ Lending Assistant II

Previous training is required for this position. Students must be able to perform all the duties as described for Lending Assistant I. Tasks include initial problem-solving using the public catalog, master shelflist, checklist, Magic and Innovacq. Students retrieve materials from specialized units within the Library and are responsible for training all new level I students.

Needed: Knowledge of library bibliographic tools as mentioned above, ability to work without close supervision, good problem-solving skills.

LIBRARY STUDENT/Lending Assistant III

Previous training is required for this position. Students must be able to perform all the duties as described for Lending Assistant II. Tasks include intermediate level problem-solving, with an emphasis on incorrect citations, checking and processing all materials retrieved by level I and II students, training level II students, and handling incoming phone calls.

Needed: Knowledge of entire lending operation gained through experience, ability to work without supervision, good problem-solving skills, ability to supervise students in the absence of clerical staff.

Document Delivery Student Classification Levels / Lending

LIBRARY STUDENT / Processing Assistant I

This position requires no previous training or work experience. Job duties include charging and discharging materials on a computer, maintaining a manual circulation file, typing mailing labels, processing OCLC recalls, and telefaxing articles.

Needed: Ability to file records accurately, knowledge of circulation and telefaxing procedures, minimum typing skills.

LIBRARY STUDENT / Billing Assistant I

This position requires no previous training or work experience. Job duties include data entry for billing information, the filing of requests, payment receipts and billing statements.

Needed: Ability to use the micro-computer and R-Base 5000, ability to understand the information on all types of requests, accuracy and attention to detail, light typing background.

LIBRARY STUDENT / Billing Assistant III

Previous training is required for this position. Student must be able to perform all the duties as described for Lending Assistant II and Billing Assistant I. Job duties include processing and searching U.S. Mail requests, fax requests, and rush requests. Student maintains monthly unit statistics online, inputs payment transactions into R-Base billing system, handles telephone inquiries, solves billing problems, and prepares monthly statements for mailing.

Needed: Experience in interlibrary lending, knowledge of billing procedures, ability to work without close supervision, close attention to detail.

Document Delivery Student Classification Levels / Lending

LIBRARY STUDENT / OCLC Searcher II

Previous experience is required for this position. Student must be able to perform the duties as described for Lending Assistant II. Tasks include downloading, printing, logging in, and searching of requests using OCLC, Magic, Innovacq, checklist, and the master shelflist.

Needed: Knowledge of library bibliograhic tools and the OCLC ILL subsystem, ability to handle computer software and hardware problems, ability to work without direct supervision.

LIBRARY STUDENT / Data Entry II

Previous experience is required for this position. Student must be able to perform the duties as described for Lending Assistant I. Tasks include basic data entry on the OCLC ILL subsystem.

Needed: Knowledge of the OCLC ILL subsystem, an understanding of lending terminology, ability to understand the information on requests, accuracy and attention to detail.

LIBRARY STUDENT / Project Assistant II

Previous training is required for this position. Students must be able to perform all the duties as described for Lending Assistant I. Tasks include logging in of requests, bibliographic searching, retrieving books from the stacks, telefaxing, placing of branch requests, preparing materials for shipping via UPS, scanning articles on the Macintosh, and initial problem-solving.

Needed: Knowledge of library bibliographic tools, use of the telefax and Macintosh computer, ability to work without close supervision, close attention to detail.

LIBRARY STUDENT / Faculty Photoduplication Assistant III

Previous training is required for this position. Student must be able to perform all the duties as described for Lending Assistant II. Tasks include bibliographic searching, intermediate level problem-solving, maintains all statistics, interacts with faculty, trains level II students, and handles incoming phone calls.

Needed: Ability to use all library bibliographic tools as well as a variety of serial information-gathering tools (Cassi, Ulrich's), knowledge of lending operation gained through experience, good problem-solving skills, ability to supervise students in the absence of clerical staff.

RESOURCE SHARING SERVICE
UNIVERSITY OF WASHINGTON LIBRARIES
SEATTLE, WASHINGTON 98195

Ph: 543-1878

RECEIVING & DISPATCHING AREA

Student Assistants, under the supervision of Library Specialist, Ardis Dull, perform essential tasks such as the following:

- Log-in incoming mail
- Prepare outgoing mail & courier deliveries
- Process books for loan & maintain files
- Check-in returned books
- Type invoices, & other basic typing
- Photocopy/ process copy
- Use the OCLC computer system to receive & reply to requests
- Use the WLN computer system to receive & reply to requests
- Read messages on other electronic mail systems
- Answer the telephone in the absence of superiors
- Perform other clerical tasks, as needed
- Prepare checks for deposit

UNIVERSITY OF WASHINGTON LIBRARIES

DATE: January 6, 1992

TO: PERSONNEL & ADMINISTRATIVE SERVICES OFFICE

FROM: **Interlibrary Borrowing Service**

SUBJECT: REQUEST FOR STUDENT HELPER

Date desired: ASAP Number needed 1 Total hours/Week 12

Duties: Return borrowed materials to lending institutions. Clear loan records; update OCLC & WLN systems. Process incoming photocopied journal articles & record billing information. Backup in the sending of requests on **OCLC & WLN ILL Subsystems**. Other clerical tasks as assigned, e.g., filing permanent records, recording of statistical information. Answer routine patron questions regarding IBS Services.

Special qualifications, if any: Accuracy. Keyboarding min./40 wpm. Knowledge of OCLC & WLN & foreign languages useful.

Please circle Student Assistant level desired: II [✓ III] IV V

Hours of Work (Daytime)

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

8:30AM - 5PM Monday-Friday

Hours of Work (Evening)

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

NO EVENING OR WEEKEND WORK

Please indicate dates/times when best to schedule appointments with student applicants for vacant position:

Monday	Tuesday	Wednesday	Thursday	Friday
date/times	date/times	date/times	date/times	date/times

Generally available 9:30-5-:30 Monday-Friday; drop in, or call 3-1899 for appointment.
(except noon-1PM, T/Th & 1-2PM, M/W/F)

Requested by: Nina Chambers, Acting Head, Interlibrary Borrowing Service Telephone: 3-1899

PLEASE NOTE: When position is filled, please send new employee with a completed Payroll Change form (UW Lib. 114 rev.) to the **Personnel & Administrative Services Office, Allen 482B** to complete an Employment Notice. Please be sure that starting date, level of Student Helper and Budget Number/Name are indicated.

nc
1/92

UNIVERSITY OF WASHINGTON LIBRARIES

DATE: January 6, 1992

TO: PERSONNEL & ADMINISTRATIVE SERVICES OFFICE

FROM: **Interlibrary Borrowing Service**

SUBJECT: REQUEST FOR STUDENT HELPER

Date desired: ASAP Number needed 1 Total hours/Week 12

Duties: Under direction of librarian or library specialist, type ALA forms, inputs OCLC borrowing requests, types related forms, tallies various unit files, maintains statistics, some filing.

Special qualifications, if any: Accuracy. Keyboarding min./50 wpm. Knowledge of OCLC & WLN & foreign languages preferred.

Please circle **Student Assistant** level desired: II [✓ III] IV V

Hours of Work (Daytime)

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

8:30AM - 5PM Monday-Friday

Hours of Work (Evening)

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

NO EVENING OR WEEKEND WORK

Please indicate dates/times when best to schedule appointments with student applicants for vacant position:

Monday date/times	Tuesday date/times	Wednesday date/times	Thursday date/times	Friday date/times

Generally available 9:30-5-:30 Monday-Friday; drop in, or call 3-1899 for appointment.
(except noon-1Pm, T/TH & 1-2PM, M/W/F)

Requested by: Nina Chambers, Acting Head, Interlibrary Borrowing Service Telephone: 3-1899

PLEASE NOTE: When position is filled, please send new employee with a completed Payroll Change form (UW Lib. 114 rev.) to the **Personnel & Administrative Services Office, Allen 482B** to complete an Employment Notice. Please be sure that starting date, level of Student Helper and Budget Number/Name are indicated.

nc
1/92

UNIVERSITY OF WASHINGTON LIBRARIES

DATE: January 6, 1992

TO: PERSONNEL & ADMINISTRATIVE SERVICES OFFICE

FROM: **Interlibrary Borrowing Service**

SUBJECT: REQUEST FOR STUDENT HELPER

Date desired: ASAP Number needed 2 Total hours/Week 19.5

Duties: Under direction of librarian or library specialist, searches requests, monographic & serial, using online & manual bibliographic sources (OCLC, WLN, NUC, UW card catalog, etc.) Checks WaU holdings in online catalog, card catalog & serials files. Performs directed seqarches in manual sources elsewhere in the library, e.g., Microfilm/Newspapaers, Gov. Pubs, etc. Refers problems to the librarian & specialist. Sends requests on OCLC & WLN ILL-subsystems; may update requests on same. Checks out materials to patrons & answers patron questions about Interlibrary Borrowing request forms & services

Special qualifications, if any: Accuracy. Keyboarding min./50 wpm. Knowledge of OCLC & WLN & foreign languages preferred.

Please circle **Student Assistant** level desired: II III IV V

Hours of Work (Daytime)

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

8:30AM - 5PM Monday-Friday

Hours of Work (Evening)

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

NO EVENING OR WEEKEND WORK

Please indicate dates/times when best to schedule appointments with student applicants for vacant position:

Monday	Tuesday	Wednesday	Thursday	Friday
date/times	date/times	date/times	date/times	date/times

Generally available 9:30-5-:30 Monday-Friday; drop in, or call 3-1899 for appointment.
(except noon-1Pm, T/TH & 1-2PM, M/W/F)

Requested by: Nina Chambers, Acting Head, Interlibrary Borrowing Service Telephone: 3-1899

PLEASE NOTE: When position is filled, please send new employee with a completed Payroll Change form (UW Lib. 114 rev.) to the **Personnel & Administrative Services Office, Allen 482B** to complete an Employment Notice. Please be sure that starting date, level of Student Helper and Budget Number/Name are indicated.

nc
1/92

SPEC
SYSTEMS AND PROCEDURES EXCHANGE CENTER

SELECTED READINGS

ASSOCIATION OF RESEARCH LIBRARIES OFFICE OF MANAGEMENT SERVICES

Selected Readings

Beaton, B., T. Gilson, P. Jobe, C.B. Loring, and others. "Interlibrary Loan Training and continuing Educational Model Statement of Objectives." *RQ* 31 no. 2 (Winter 1991): 177-184.

Jackson, Mary E. "Library to Library: ILL Management; Techniques for Success." *Wilson Library Bulletin* 65(December 1990): 102-104.

LaGuardia, C.M. and C.V. Dowell, "The Structure of Resource Sharing in Academic Research Libraries." (Survey of ILL staffing and organization.) *RQ* 30(Spring 1991): 38-40.

Phillips, A. "Training for Bibliographic Verification in Interlibrary Loan." *Illinois Libraries* 73(Fall 1991): 175-179.

Weaver-Meyers, Pat, Shelley Clement, and Carolyn Mahin. "Interlibrary Loan in Academic and Research Libraries: Workload and Staffing." *Occasional Paper* no. 15. Washington, DC: ARL Office of Management Services, 1989.